



Washington State Ferries 2018 Winter Performance Final Report

Preface



Starting in 2010, the Washington State Transportation Commission (WSTC) changed the process for how research is conducted regarding Washington State Ferries (WSF). Before 2010, stand-alone research projects were executed, but some of the issues facing ferry operations are of a longitudinal nature (changes over time). The decision was therefore made to create the Ferry Riders' Opinion Group (FROG). FROG is an online community where ferry riders have an ongoing opportunity to weigh in on ferry issues through surveys and quick polls (single questions).

This report is the 2018 WSF Winter Ferry Performance Study with a target audience of winter commuter riders, sampled from the FROG panel.

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- ▶ Online Survey of Washington State Ferry Riders Opinion Group (FROG)
- ▶ Conducted March 26th – April 23rd, 2018 regarding their personal experience riding Washington State Ferries during the recent winter travel period (January 7th through March 31st, 2018)
- ▶ A Total of 4,214 Interviews were completed
- ▶ Data was weighted to reflect WSF actual ridership during the 2018 winter period by route, boarding method and ticket type used based on the last trip taken

Please note that due to rounding, some percentages may not add up to exactly 100%.

Executive Summary



OVERALL SATISFACTION

- ▶ Similar to 2017-2015, the major WSF customer service touch points with 2018 winter period (January 7th through March 31st 2018) are with: riders who visit the vessel passenger deck (91%), drove onto a ferry (87%), visited WSF's website (76%), went inside a terminal (62%), or walked onto a ferry (56%).
- ▶ Overall satisfaction with the service provided by WSF during the recent winter period continues to be strong (76% of all winter riders are satisfied, down from 77% in 2017 but up from 74% in 2016).
- ▶ Overall dissatisfaction for the 2018 winter is at 16% (up from 15% in 2017 but down from 18% in 2016).
- ▶ Riders on the Fauntleroy/Vashon (30%) and Anacortes/San Juan Islands (21%) routes continue to have the highest overall dissatisfaction (of those routes with significant sample sizes).
- ▶ Only five (5%) percent of riders say they are extremely dissatisfied with WSF 2018 winter performance, down 1 percentage point from 2017 (6%) but similar to 2016-2015 winter periods (5%).
- ▶ Port Townsend/Coupeville has the highest perceived good value (82% Good / 4% Poor) followed by Seattle/Bremerton (79% Good / 3% Poor).
- ▶ Fauntleroy/Vashon has the lowest perceived good value (39% Good / 28% Poor) systemwide.

Executive Summary



PERFORMANCE MEASURES

- ▶ Winter 2018 dissatisfaction for each individual attribute is largely unchanged (+/- 0-2 percentage point shift) when compared to 2017/16 except for “terminals are comfortable” where dissatisfaction grew by 6 percentage points over 2017/16.
- ▶ Overall dissatisfaction remains highest in 2018, by a wide margin, for “adequate parking near terminals” (30%), “terminals are comfortable” (23%) and “terminal bathrooms are clean” (21%).
- ▶ As in 2017/16, the greatest opportunity to improve rider satisfaction (that is the combination of highest importance for the service aspect with the lowest satisfaction with WSF performance) system wide are “terminal bathroom cleanliness” and “clear loading crew directions.” Of lesser importance but still far from riders’ ideal are “adequate parking near terminals” and “terminals are comfortable.”
- ▶ Dissatisfaction is highest regarding “clean and well maintained terminal bathrooms” in Seattle (35% of Seattle/Bainbridge and 32% of Seattle/Bremerton riders report dissatisfaction).
- ▶ There is significant dissatisfaction with the “availability of adequate parking” on the Mukilteo/Clinton (57%) and Fauntleroy/Vashon (55%) routes.
- ▶ Fauntleroy/Vashon riders (45%) are most dissatisfied with “efficiency of vehicle processing through ticket booths.”
- ▶ One in four (21%) riders ask WSF terminal staff for help/assistance, with 15% of those reporting dissatisfaction with the response.
- ▶ One in five (20%) vehicle drivers say hand signals are somewhat (13%) or very (7%) inconsistent between crews.
- ▶ Similar to 2017/16, about one in four (26%) 2018 winter riders asked a WSF vessel staff for help/assistance and one in ten (11%) of those are dissatisfied with the response.

Executive Summary



WSF WEBSITE

- ▶ Three-fourths of winter riders (76%) have used the WSF website and most (84%) continue to be satisfied.
- ▶ Among the 6% of riders who are dissatisfied with the website, the overwhelming majority cite “poor website design and organization” as the top reason (58%) for their dissatisfaction.

WSF PHONE CUSTOMER SERVICE

- ▶ About one-in-fourteen (7%) winter riders have contacted WSF customer service by phone and most (79%) are satisfied with their experience.
- ▶ Among the 15% who are dissatisfied with phone customer service, the plurality (30%) mentioned the “phone representative was unable to help them.”

RESERVATIONS

- ▶ About one-two riders have used WSF reservation system (47% in both 2018 & 2017 vs. 34% in 2016) and the majority are satisfied with their experience (87% in 2018 up from 84% in 2017).
- ▶ “No space available” (21%) and “website issues” (19%) are the dominate reasons for dissatisfaction.

SUGGESTIONS FOR IMPROVING SERVICE QUALITY

- ▶ The dominate area this year (39%) as in 2017 (33%) revolves around “terminal issues.”

SPECIAL QUESTIONS

- ▶ Among routes with substantial numbers of respondents, dissatisfaction is highest for “passenger walkway is comfortable & safe” in Mukilteo/Clinton (18%) while Fauntleroy/Vashon (27%) has the highest dissatisfaction for “existing dockside holding areas are fully utilized.”
- ▶ About six-in-ten Southworth/Fauntleroy drivers have driven around instead of waiting if there is going to be on average a 50 minute wait.

Executive Summary



RIDERSHIP

- ▶ Compared to 2017/16, there is little difference in the routes people rode this winter where Seattle/Bainbridge (42%) and Edmonds/Kingston (33%) continue to top the list. However, the travel frequency for most routes has declined compared to 2017.
- ▶ All routes are primarily used for commuting during the winter (44% Edmonds/Kingston to 78% Fauntleroy/Southworth) except Coupeville/Pt. Townsend (20%), Anacortes/San Juan Islands (22%) and Point Defiance/Tahlequah (33%).
- ▶ Anacortes/San Juan (41%) has the highest percentage of “other” trips (shopping, medical appointments, etc.) followed by Point Defiance/Tahlequah (37%).

MOST RECENT TRIP

- ▶ Just over a quarter of riders (27%) say Seattle/Bainbridge was the last route they rode, followed by Mukilteo/Clinton (18%) and Edmonds/Kingston (17%). These results are very similar to 2017-2015.
- ▶ As in winter 2017/16, commuting to work (21%) is the most common purpose of riders’ most recent trip, followed by visiting family/friends (19%). However, commuting to work has declined 7 percentage points from 2016 (11 percentage points from 2015).
- ▶ As in winter 2017/16, a majority of riders (69%) drove their own car (or were a passenger in that car) for their most recent ferry trip. One-in-five (22%) riders walked on this winter.
- ▶ A majority of winter riders’ most recent trips continue to be weekday trips (75% vs. 77% in 2017 & 78% in 2016). Of those 2018 weekday trips 51% were during peak times verses 61% in 2017.
- ▶ One-in-four (25%) use a multi-ride ticket verse one-in-two (47%) who use a single ride ticket.



Detailed Study Findings

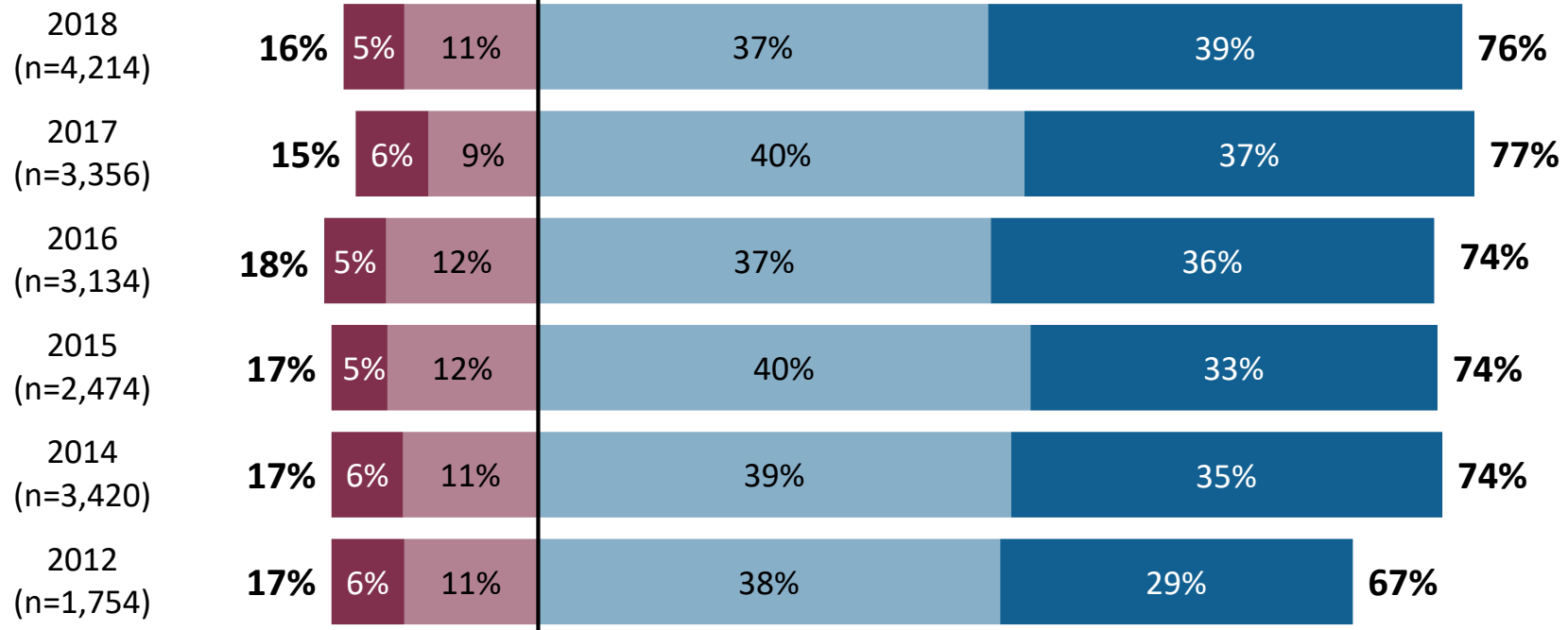
Overall Satisfaction



Overall satisfaction (76%) with the service provided by WSF is strong (37% Satisfied / 39% Extremely Satisfied) and has remained constant for the last 5 years. Dissatisfaction increased 1 percentage points in 2018 to 16%, but the extremely dissatisfied (5%) declined 1 percentage point over 2017.

Overall Satisfaction with WSF

■ Somewhat Dissatisfied ■ Extremely Dissatisfied
■ Somewhat Satisfied ■ Extremely Satisfied



Only ratings of satisfaction (4-5) or dissatisfaction (1-2) are shown, Ratings of 3 or don't know are not shown.
 The **bold** percentages represent the corresponding total dissatisfaction/satisfaction

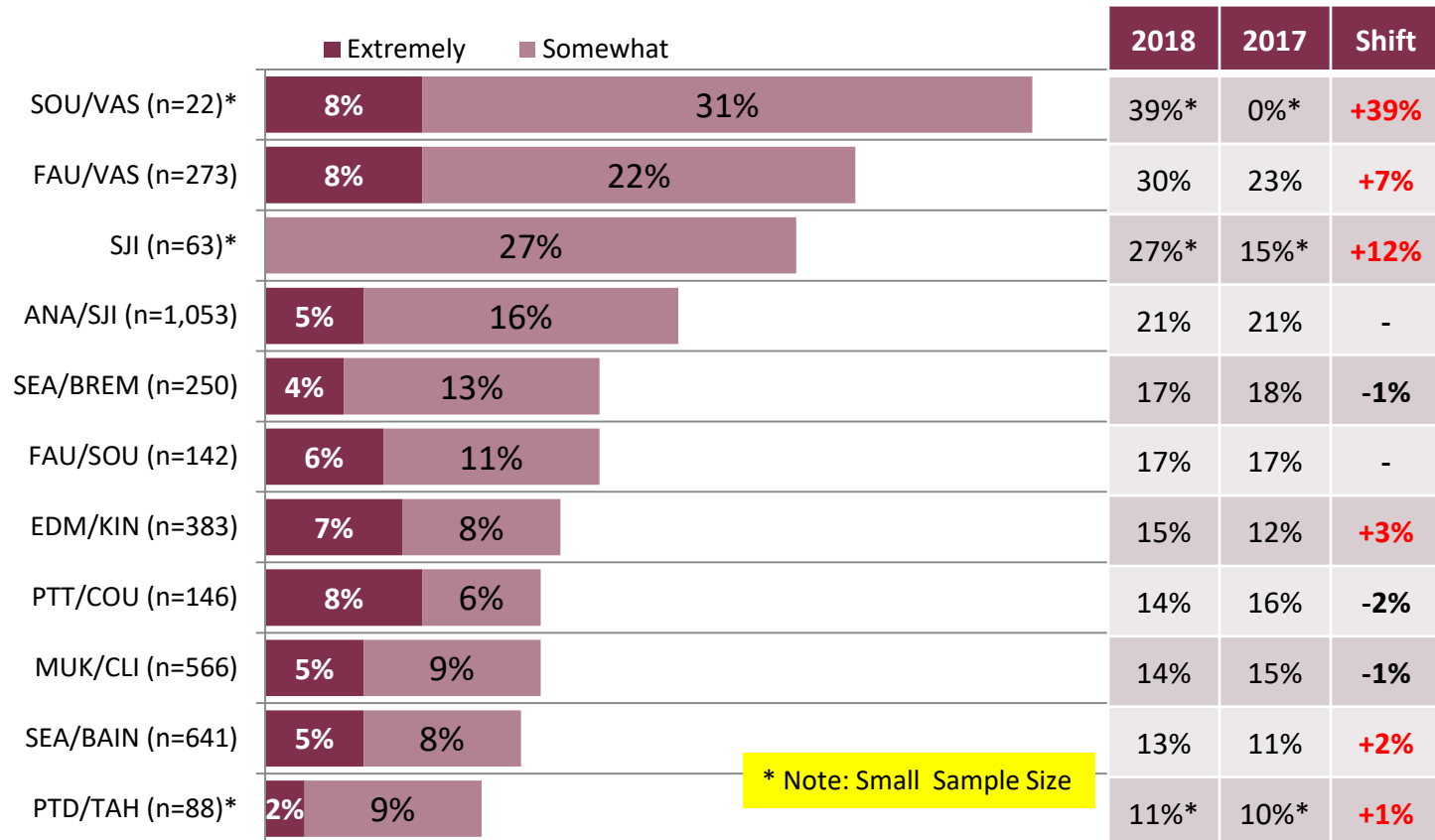
Q1. For this survey, we are interested in your experiences and opinions of Washington State Ferries during the Winter Schedule period, January 7th through March 31st 2018. All things considered, how satisfied are you with the service provided by Washington State Ferries?

Overall Dissatisfaction by Route



Riders on the Southworth/Vashon (39%), Fauntleroy/Vashon (30%) and San Juan Inter-Island* (27%) routes show both an increase in and higher levels of dissatisfaction than other routes. All other route's level of dissatisfaction has remained approximately the same as was found in winter 2017.*

Overall Dissatisfaction by Route (Total Dissatisfied)

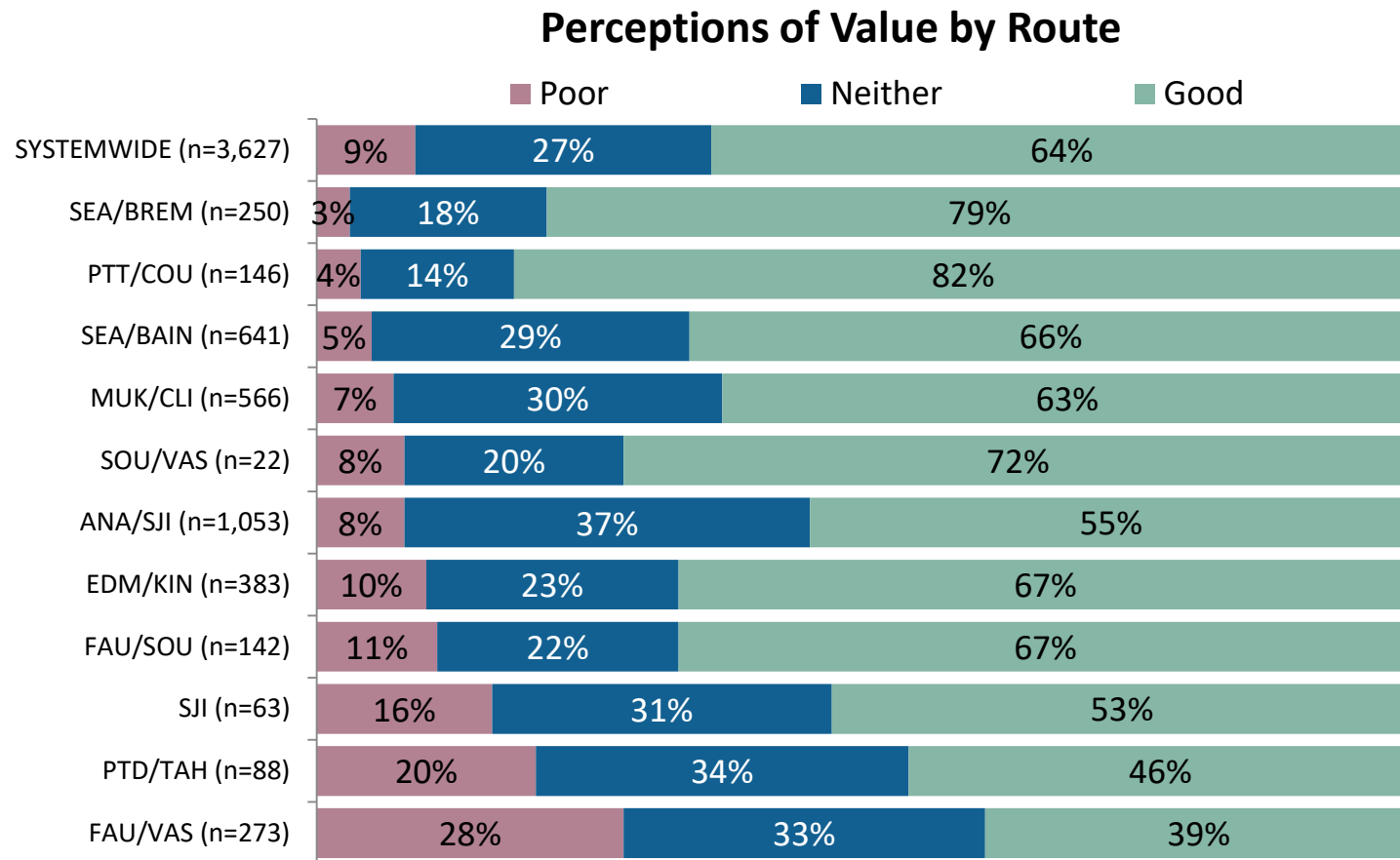


Q1. For this survey, we are interested in your experiences and opinions of Washington State Ferries during the Winter Schedule period, January 7th through March 31st 2018. All things considered, how satisfied are you with the service provided by Washington State Ferries?

Perceived Good Value by Route



Systemwide the vast majority (64%) of riders say WSF is a good value to them. In comparison, 9% say it is a poor value. Seattle/Bremerton (3%), Port Townsend/Coupeville (4%) and Seattle/Bainbridge (5%) had the lowest poor value rating while San Juan Inter-Island (16%), Point Defiance/Tahlequah (20%) and Fauntleroy/Vashon (28%) had the highest rating.

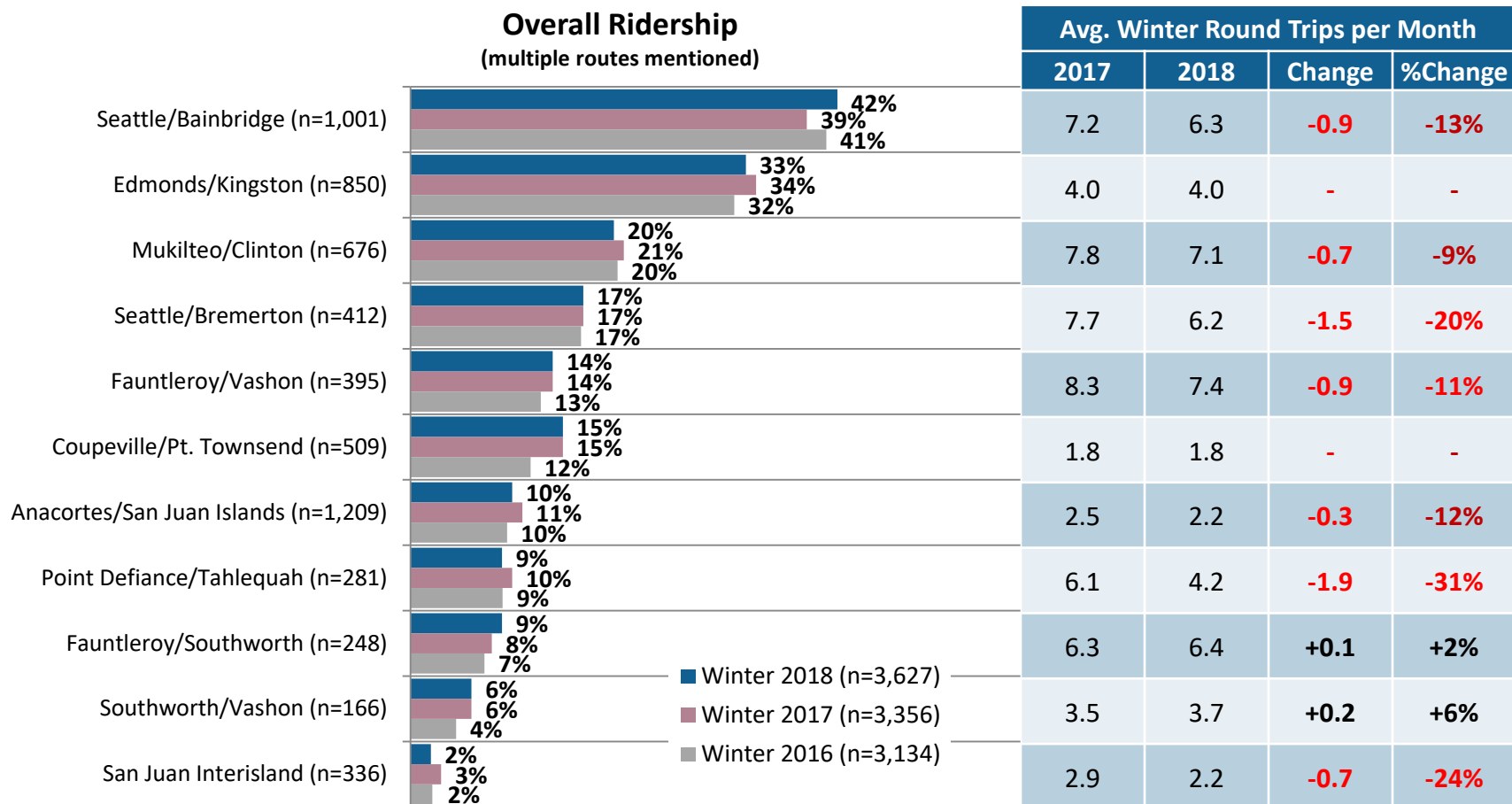


Q116. Considering your personal experience with the ferries, which of the following phrases best describes the value, to you, of riding Washington State Ferries?

Ridership



Compared to 2017, there is little difference in the routes people rode this winter - Seattle/Bainbridge (42%) and Edmonds/Kingston (33%) continue to top the list. However, average round trips per month this winter showed declines on all routes except Edmonds/Kingston, Coupeville/Pt. Townsend, Fauntleroy/Southworth, and Southworth/Vashon.



Q2. Which of the following route(s) have you ridden during the Winter period (January 7th through March 31st 2018)? [CHECK ALL THAT APPLY]

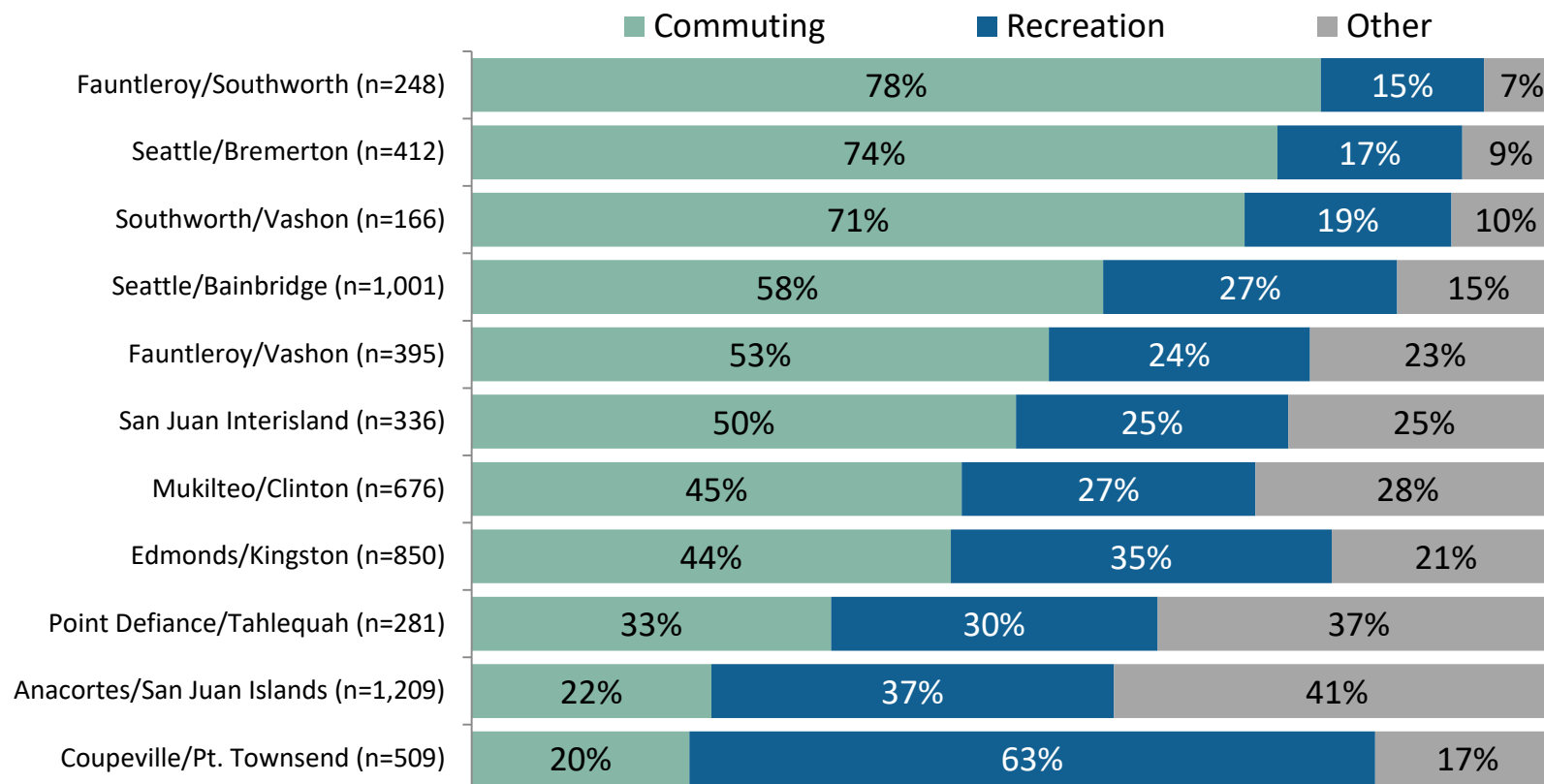
Q3. To get an idea of how people are using the ferry system in the winter months, could you please give us a guesstimate for the route(s) shown below - how many round trips (two one-way trips = one round trip) per month you take during the Winter period?

Trip Purpose



All routes except Coupeville/Pt. Townsend, Anacortes/San Juan Islands, Point Defiance/Tahlequah are primarily used for commuting. Anacortes/San Juan has a high percentage of “other” trips (shopping, medical appointments, etc.).

Trip Purpose by Route



Q4. Approximately how many of those per month round trips, for each route, were for the primary purpose of commuting (getting to and from work/school), how many were primarily recreational/social purposes (seeing friends/going to events, etc.) and how many were for other purposes (shopping, medical appointments, etc.)?

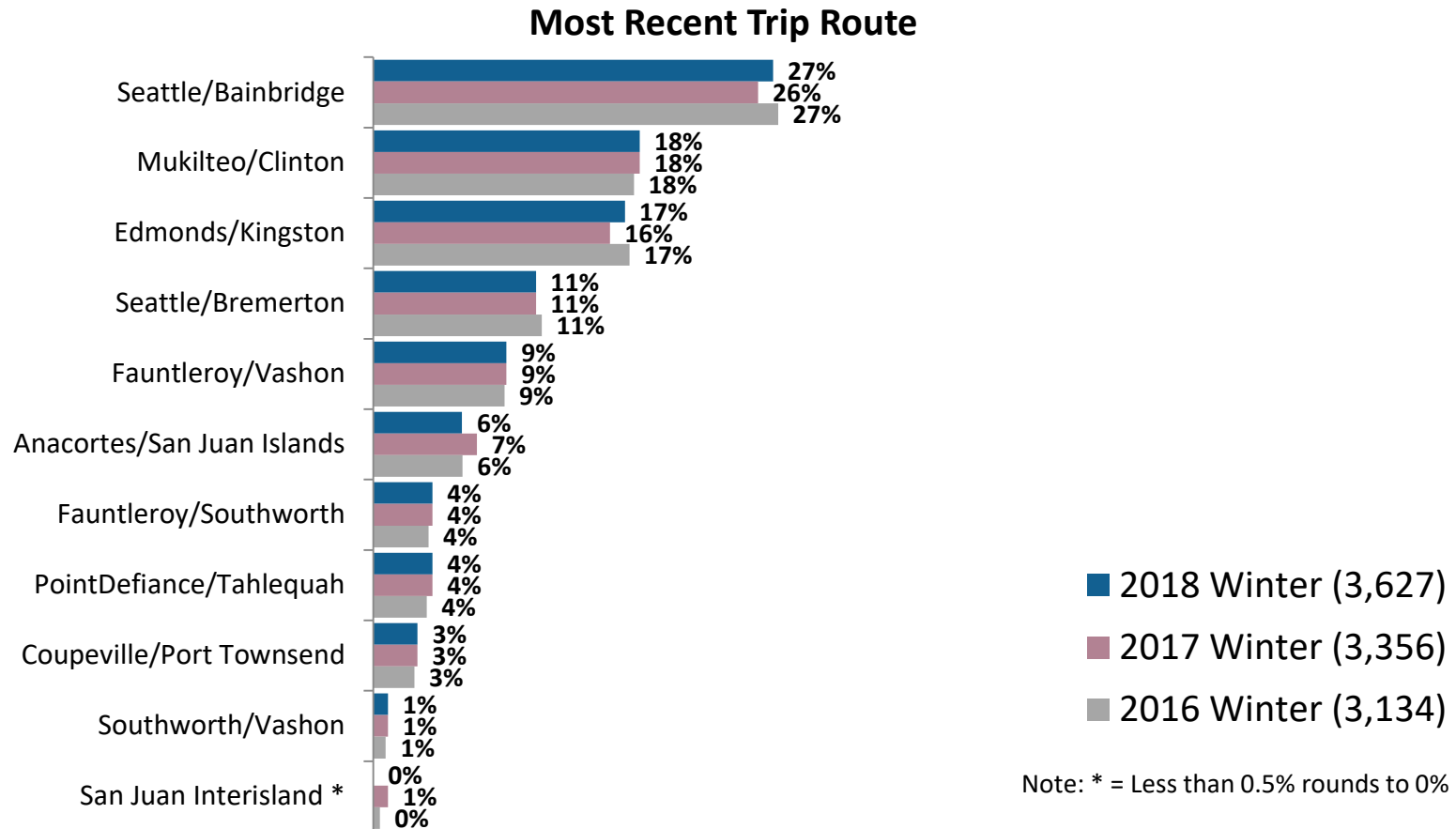


Most Recent Trip

Most Recent Trip - Route



Just over a quarter of riders (27%) say Seattle/Bainbridge was the last route they rode, followed by Mukilteo/Clinton (18%) and Edmonds/Kingston (17%). Results are very similar to 2017. This question reflects the actual results of the WSF traffic count by route for each of the winter periods reported.



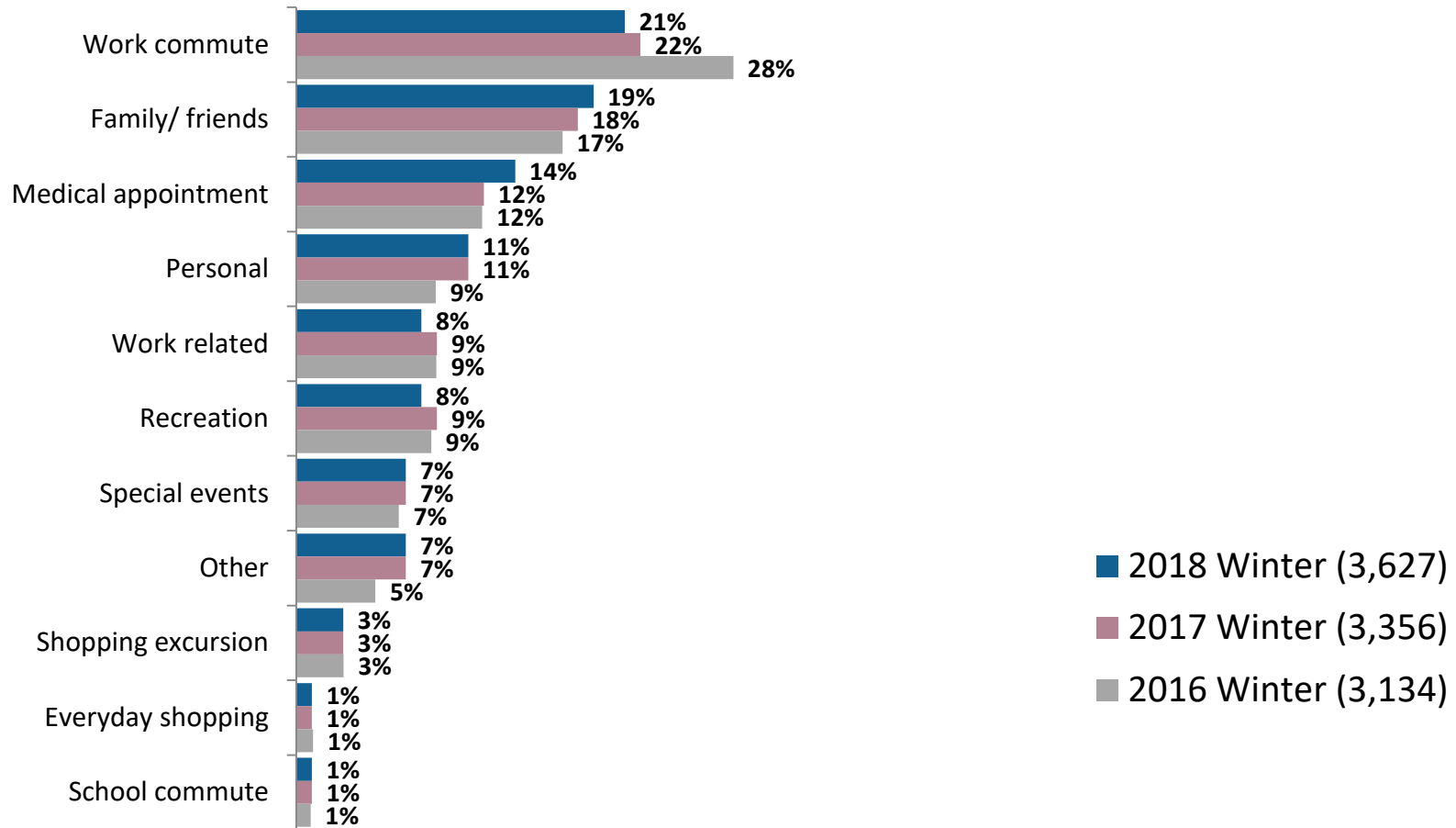
Q13. Now focusing in on your most recent ferry trip, what was the last route that you rode? (Question used in weighting data to reflect actual traffic count by route during winter period)

Most Recent Trip – Purpose



As in 2017, work commute (21%) is still the most common purpose of riders' most recent trip, followed by visiting family/friends (19%). This is a confirmation of the decline in the percentage of riders reporting their most recent trip purpose was for commuting to work over 2016.

Most Recent Trip Purpose



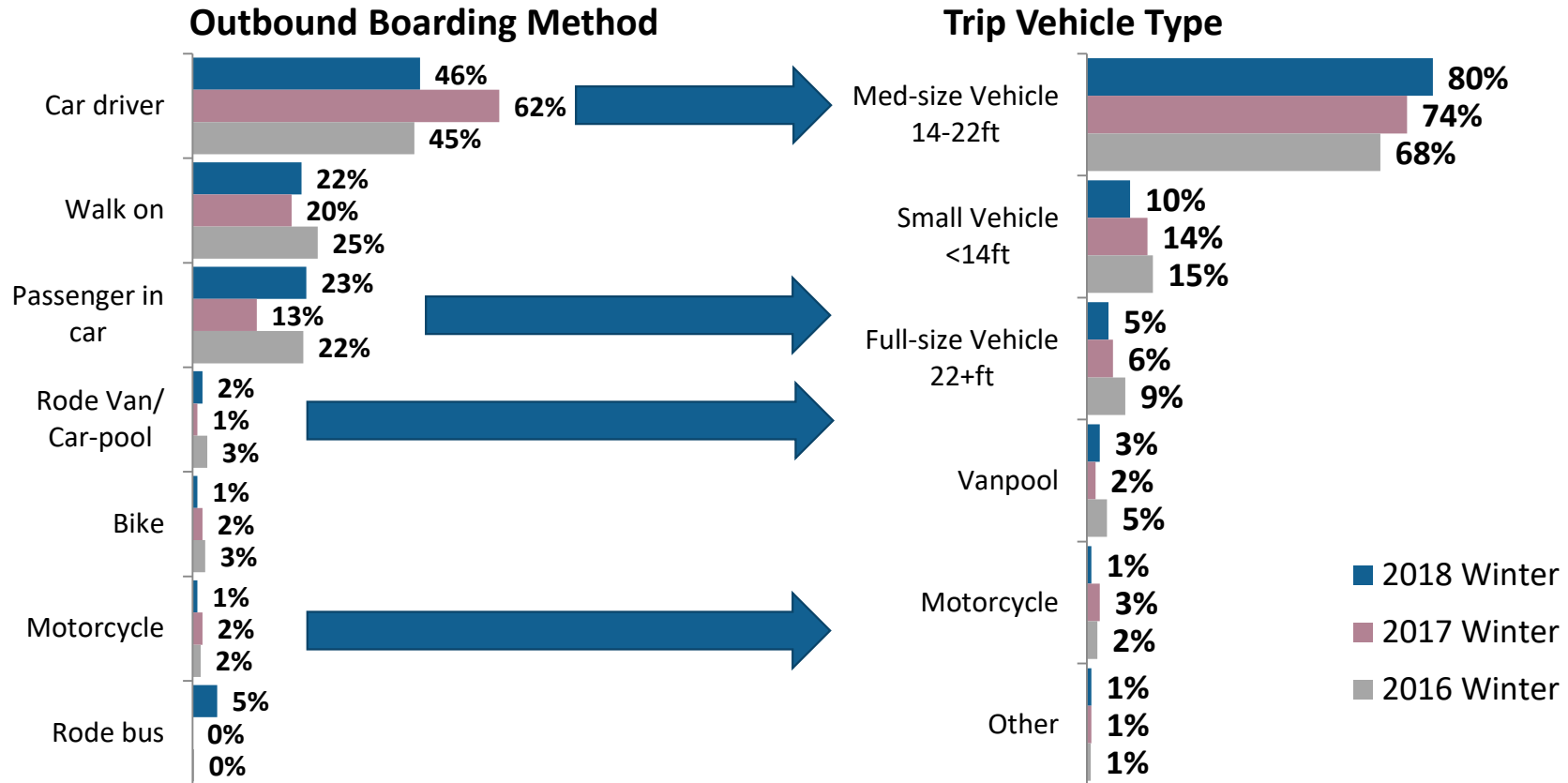
Q15. Thinking about your LAST FERRY RIDE ONLY on the {most recent} route, which of the following was the PRIMARY PURPOSE for that specific trip?

Most Recent Trip – Boarding Method/Vehicle Type



As in the last two winters, more riders (46%) drove on as driver or passenger for their most recent ferry trip. One-in-five (22%) walked on. Among those who did drive on, four out of five (80%) were in a vehicle that was 14 to 22 feet long.

Most Recent Trip



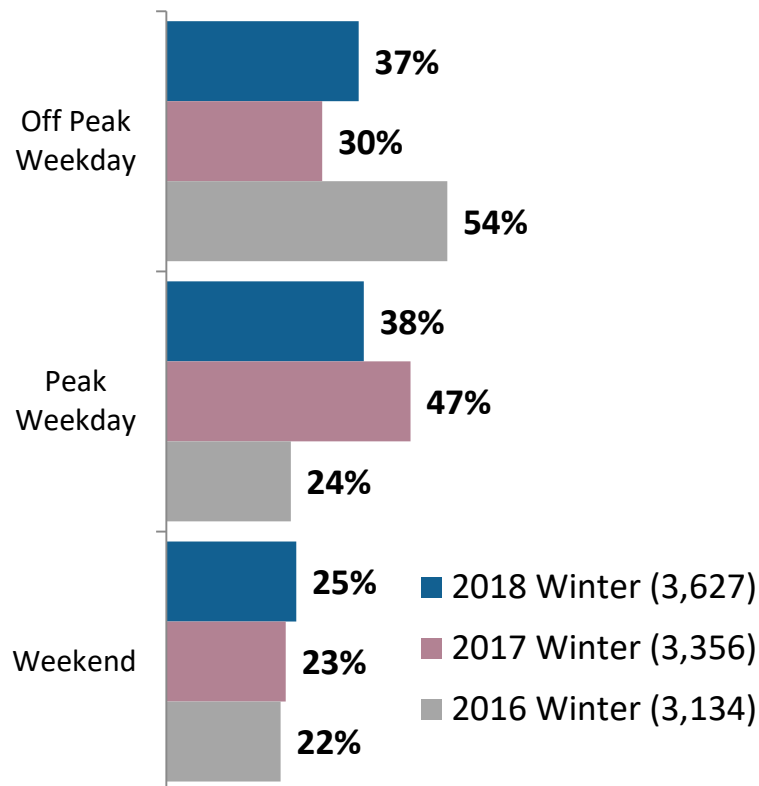
Q16ab. Thinking about your LAST FERRY RIDE ONLY on the {most recent} route, how did you board the ferry for your outbound and returning trips?
 Q17. Thinking about your LAST FERRY RIDE ONLY on the {most recent} route, which of the following best describes the vehicle you drove on the ferry?

Most Recent Trip – Time and Ticket Type

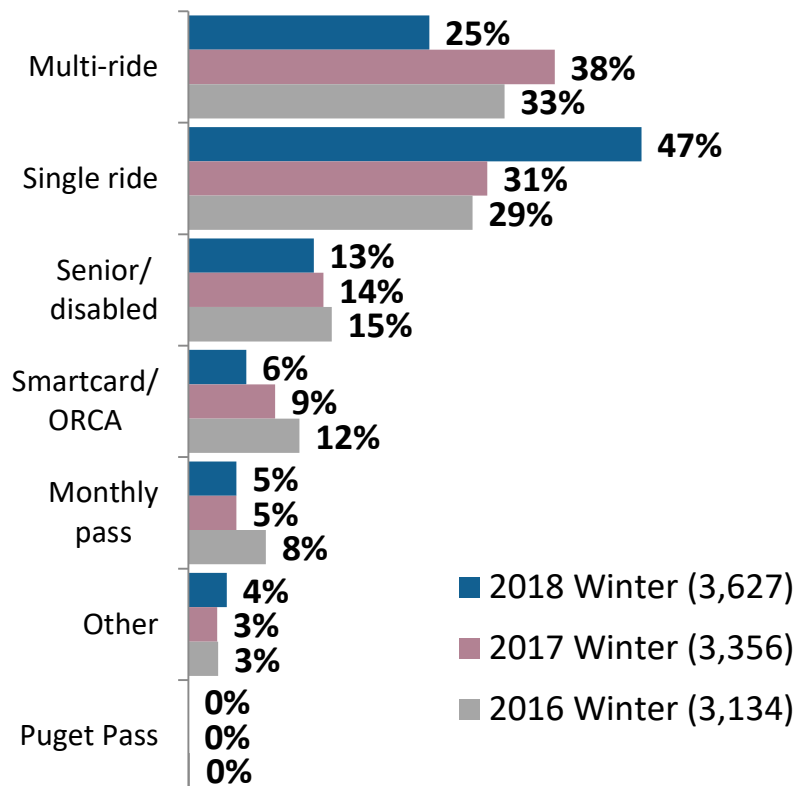


Off-peak weekday trips increased 7% points while peak weekday usage decreased 9% points from 2017 and weekend travel remained unchanged. A majority this winter reported using single rider (47%) tickets or multi-ride (25%); few use monthly passes or Orca cards.

Most Recent Trip Time*



Most Recent Trip Ticket Type



Q18. Thinking about your LAST FERRY RIDE ONLY on the {most recent} route, what was the date and scheduled departure time (or approximate time of sailing if you don't remember)?

Q19. Finally, thinking about your LAST FERRY RIDE ONLY on the {most recent} route, on what kind of ticket were you traveling?

* In 2018 26% declined to give the time and date of their last ferry ride (Compared to 28% in 2017, 23% in 2016, 21% in 2015)



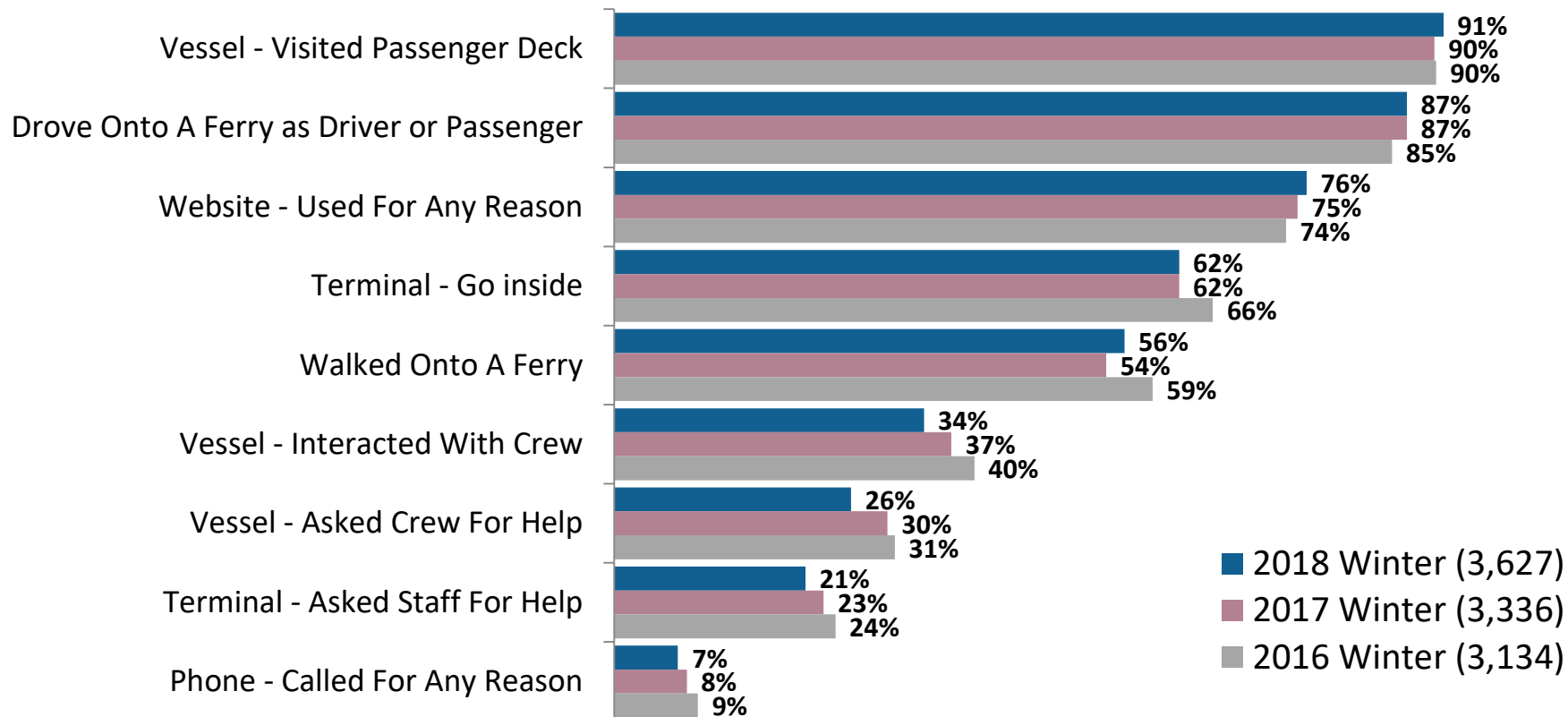
Performance Ratings

Rider Interaction With WSF



Riders are most likely to visit the passenger vessel deck (91%) and drive onto the ferry (87%). Three quarters (76%) say they have used the WSF website. Riders are least likely to have called WSF customer service (7%). These percentages are unchanged from winter 2017.

WSF Touch Points With Winter Riders



Q(s) During the winter period, did you ... Q20 Go inside a ferry terminal for any reason? Q100 Did you specifically ask a WSF terminal staff member for help/assistance? Q30 Did you walk onto a ferry? Q43 Did you either drive onto a ferry or board as a passenger in a vehicle? Q70 Did you use/visit the vessel passenger deck area? Q80 Did you have any interaction with any of the vessel crew? Q103 Did you specifically ask a WSF vessel staff member for help/assistance? Q90 Use the WSF website? Q93 Call WSF customer service by phone?

All Riders – Importance by Attribute



Importance of all attributes is largely unchanged compared to 2017. The highest importance is placed on “ferries bathrooms are clean” (98%), “vessel crew is helpful” (98%), and “vessel crew is friendly” (97%).

Code	Attributes	Importance (4-5)			
		2018	2017	Change	2016
21	Ferries bathrooms are clean	98%	97%	+1%	96%
24	Vessel crew is helpful	98%	97%	+1%	97%
23	Vessel crew is friendly	97%	96%	+1%	96%
4	Terminal bathrooms are clean	96%	94%	+2%	94%
12	Efficiently processes vehicles	96%	97%	-1%	96%
22	Vessels are well maintained	96%	95%	+1%	96%
20	Passenger seating areas are clean	96%	95%	+1%	96%
16	Loading crews provide clear directions	95%	96%	-1%	95%
14	Vehicle loading procedures efficient	95%	96%	-1%	95%
11	Buying tickets easy and quick	95%	96%	-1%	95%
18	Vehicle unloading procedures efficient	94%	95%	-1%	94%
19	Unloading crews provide clear direction	94%	94%	-	94%
1	Terminals are clean	93%	92%	+1%	92%
7	Easy loading/ unloading for walk-on	91%	93%	+2%	92%
15	Loads ferries to capacity	90%	89%	+1%	88%
8	Passenger loading efficient	90%	93%	-3%	91%
9	Passenger unloading efficient	90%	92%	-2%	90%
25*	Terminal to vessel walkway is safe	90%			
10	Toll booth staff is friendly	90%	92%	-2%	91%
13	Vehicle loading crew is friendly	86%	87%	-1%	88%
3	Terminal staff is helpful	86%	85%	+1%	87%
17	Unloading crew is friendly	86%	87%	-1%	87%
26*	Dock-side holding area fully utilized	85%			
2	Terminals are comfortable	84%	81%	+3%	82%
6	Adequate parking near terminals	77%	79%	-2%	78%
5	WSF and transit schedules coordinated	69%	67%	+2%	70%

- ❖ This table gives an overview of the individual attribute quad charts that follow for importance.
- ❖ For each attribute, the table shows:
 - The percent of people who rated the attribute as 4 or 5 on the Importance scale
 - Total importance (4-5) for **Winter 2018, Winter 2017** and **Winter 2016** are shown
 - The **Change** in importance from 2017 to 2018. **Red** indicates **lesser importance** in 2018 than in 2017.
 - * New attributes added in 2018

All Riders – Dissatisfaction by Attribute



Dissatisfaction on all attributes is largely unchanged except for “terminals are comfortable” which increased. “Adequate parking near terminals” (30%), “terminals are comfortable” (23%) and “terminal bathrooms are clean” (21%) had the highest dissatisfaction levels.

Code	Attributes	Importance (4-5)	Dissatisfaction (1-2)			2016
			2018	2017	Change	
6	Adequate parking near terminals	77%	30%	30%	-	31%
2	Terminals are comfortable	84%	23%	17%	+6%	17%
4	Terminal bathrooms are clean	96%	21%	20%	+1%	20%
5	WSF and transit schedules coordinated	69%	14%	13%	+1%	15%
16	Loading crews provide clear directions	95%	13%	13%	-	14%
12	Efficiently processes vehicles	96%	12%	12%	-	11%
14	Vehicle loading procedures efficient	95%	10%	10%	-	9%
15	Loads ferries to capacity	90%	10%	10%	-	9%
8	Passenger loading efficient	90%	9%	10%	-1%	11%
7	Easy loading/ unloading for walk-on	91%	9%	9%	-	11%
9	Passenger unloading efficient	90%	9%	8%	+1%	9%
1	Terminals are clean	93%	9%	8%	+1%	7%
25*	Terminal to vessel walkway is safe	90%	9%			
26*	Dock-side holding area fully utilized	85%	8%			
21	Ferries bathrooms are clean	98%	8%	7%	+1%	8%
13	Vehicle loading crew is friendly	86%	7%	7%	-	6%
3	Terminal staff is helpful	86%	7%	8%	-1%	8%
11	Buying tickets easy and quick	95%	6%	6%	-	6%
18	Vehicle unloading procedures efficient	94%	5%	6%	-1%	7%
22	Vessels are well maintained	96%	5%	5%	-	8%
20	Passenger seating areas are clean	96%	5%	4%	+1%	5%
19	Unloading crews provide clear direction	94%	4%	5%	-1%	5%
23	Vessel crew is friendly	97%	4%	3%	+1%	4%
24	Vessel crew is helpful	98%	4%	4%	-	3%
10	Toll booth staff is friendly	90%	3%	4%	-1%	3%
17	Unloading crew is friendly	86%	2%	4%	-2%	3%

- ❖ This table gives an overview of the individual attribute quad charts that follow
- ❖ For each attribute, the table shows:
 - The percent of people who rated the attribute as 4 or 5 on the Importance scale
 - Total dissatisfaction (1-2) for **Winter 2018, Winter 2017** and **Winter 2016**
 - The **Change** in dissatisfaction from 2017 to 2018. **Red** indicates **greater dissatisfaction** in 2018 than in 2017.
 - * New attributes added in 2018

Summary of Attribute Dissatisfaction by Route

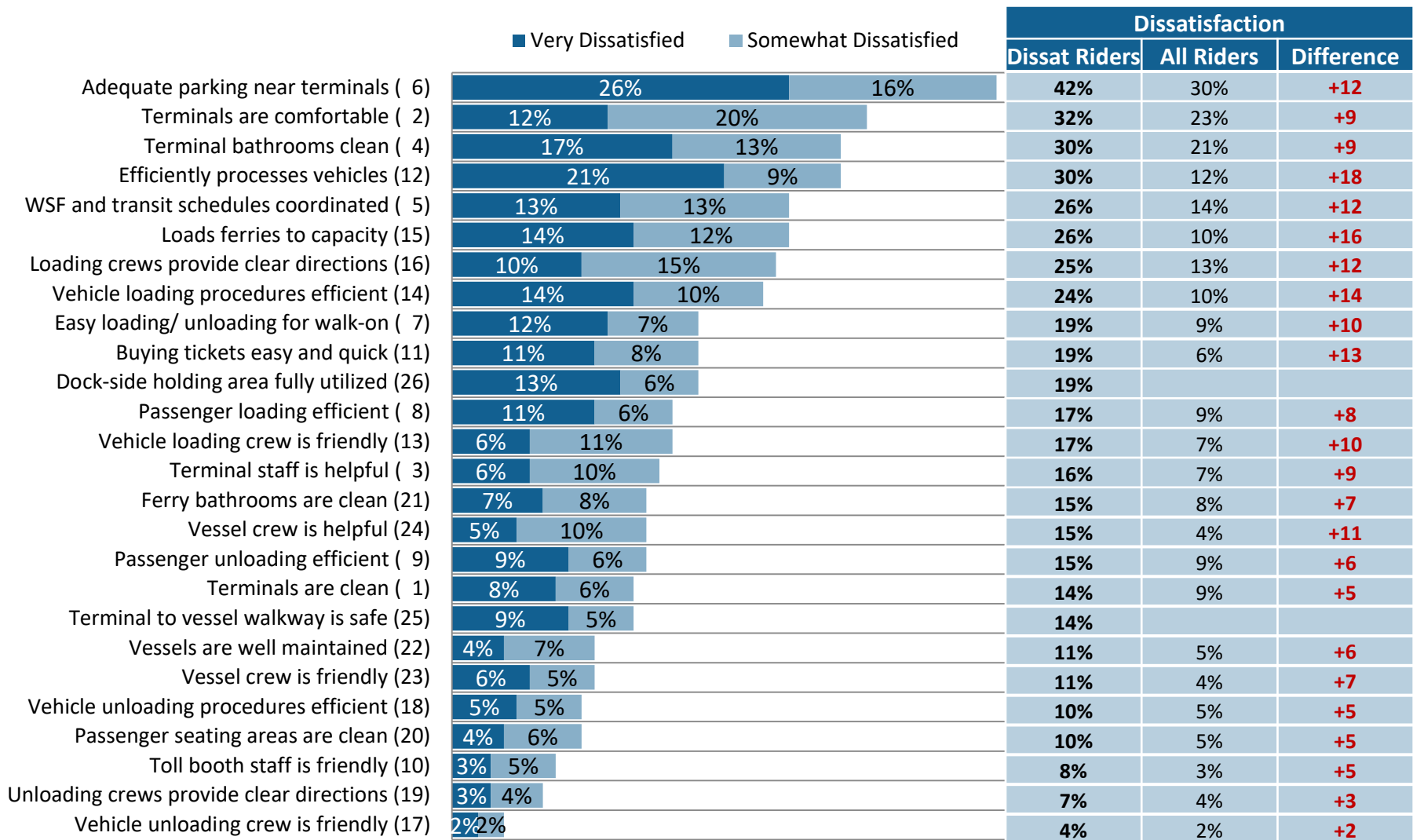


			Dissatisfaction by Route										
Color Code: Dissatisfaction Light (10-19%), Medium (20-29%), Heavy (>30%)	Import (4-5)	Dissat. (1-2)	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Number of Respondents Varies by Question (Max n Shown)	4,214	4,214	641	250	88	383	273	142	22	146	566	1,053	63
Adequate parking near the terminals (attribute code # 6)	77%	30%	19%	30%	41%	20%	55%	23%	29%	30%	57%	10%	0%
Terminals are comfortable (2)	84%	23%	35%	28%	22%	17%	15%	8%	20%	6%	8%	15%	10%
Bathrooms in the terminals are clean and well maintained (4)	96%	21%	35%	32%	13%	11%	7%	3%	3%	1%	7%	13%	18%
Sailing schedule is adequately coordinated w/transit services (5)	69%	14%	7%	25%	27%	15%	15%	13%	26%	5%	12%	36%	15%
Vehicle loading crews provide clear directions/hand signals (16)	95%	13%	12%	5%	24%	9%	21%	13%	17%	5%	15%	15%	23%
Efficiently processes vehicles through ticket lanes (12)	96%	12%	10%	6%	31%	7%	45%	19%	15%	1%	4%	10%	21%
Vehicle loading procedures are efficient (14)	95%	10%	6%	7%	26%	6%	29%	15%	24%	4%	7%	10%	13%
Loads ferries to capacity with little room between vehicles (15)	90%	10%	7%	4%	22%	6%	27%	15%	50%	5%	7%	8%	16%
Walk-on passenger loading procedures are efficient (8)	90%	9%	11%	13%	6%	3%	6%	12%	0%	3%	9%	4%	0%
Provides easy loading/unloading for walk-on passengers (7)	91%	9%	11%	10%	3%	3%	6%	16%	9%	5%	12%	4%	9%
Walk-on passenger unloading procedures are efficient (9)	90%	9%	13%	7%	3%	1%	5%	15%	0%	1%	12%	6%	2%
Terminals are clean and well maintained (1)	93%	9%	18%	15%	2%	3%	2%	3%	0%	0%	1%	4%	0%
Terminal to vessel walkway is safe (25)	90%	9%	9%	10%	3%	5%	2%	15%	0%	6%	18%	5%	11%
Dock-side holding area fully utilized (26)	85%	8%	5%	2%	21%	3%	27%	18%	32%	1%	3%	4%	4%
Bathrooms on the ferries are clean and well maintained (21)	98%	8%	9%	12%	4%	10%	4%	5%	7%	3%	5%	8%	5%
Vehicle loading crew is friendly, courteous and polite (13)	86%	7%	6%	4%	15%	5%	8%	4%	11%	4%	10%	11%	13%
Terminal staff is helpful, competent and knowledgeable (3)	86%	7%	8%	10%	20%	4%	5%	5%	12%	1%	6%	5%	8%
WSF makes buying tickets easy and quick (11)	95%	6%	4%	4%	22%	3%	21%	7%	13%	1%	2%	6%	5%
Vehicle unloading procedures are efficient (18)	94%	5%	4%	4%	24%	7%	5%	5%	2%	2%	3%	5%	5%
Vessels are well maintained and safe (22)	96%	5%	5%	5%	0%	5%	8%	5%	15%	4%	3%	15%	10%
Ferry passenger seating areas are clean/comfortable (20)	96%	5%	3%	23%	2%	6%	2%	5%	9%	1%	1%	7%	5%
Vehicle unloading crew provide clear direction/hand signals (19)	94%	4%	2%	2%	14%	4%	4%	7%	2%	2%	3%	4%	4%
Vessel crew is friendly, courteous and polite (23)	97%	4%	2%	2%	1%	7%	5%	0%	3%	5%	6%	6%	0%
Vessel crew is helpful, competent, knowledgeable (24)	98%	4%	3%	5%	7%	5%	7%	0%	3%	1%	5%	5%	0%
Toll booth staff is friendly, courteous and polite (10)	90%	3%	3%	1%	2%	3%	7%	3%	2%	1%	1%	5%	5%
Vehicle unloading crew is friendly, courteous and polite (17)	86%	2%	1%	1%	12%	2%	1%	2%	2%	1%	2%	3%	0%

Dissatisfied Riders – Dissatisfaction by Attribute



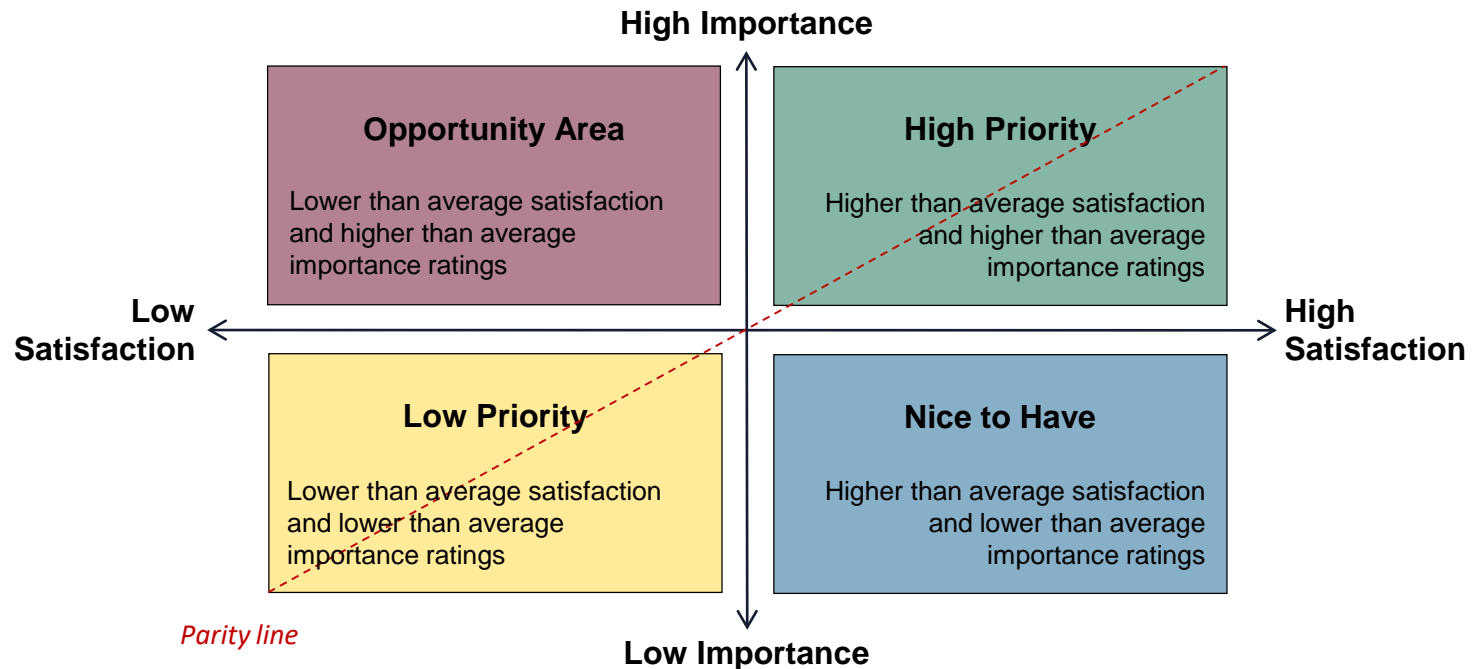
As expected, riders who are dissatisfied with WSF overall have higher dissatisfaction levels on every individual attribute tested. By far, dissatisfied riders are most unhappy with parking availability (42%).



Gap Analysis



- ❖ The following slides present quadrant charts comparing the relative satisfaction for each ferry attribute to the relative importance of that attribute.
 - The two sample sizes shown on each chart represent the maximum and minimum number of riders rating any given attribute, due to embedded skip logic.
- ❖ Each quad chart consists of four quadrants:
 - Opportunity area (red) | High priority (green) | Nice to have (blue) | Low priority (yellow)
- ❖ Each quad chart is also overlaid with a parity line.
 - The parity line represents where importance and satisfaction are equal, and identifies the ferry attributes with the greatest disparity between satisfaction and importance.
- ❖ Attributes considered important, but with low satisfaction (performance), are opportunity areas for WSF. Increasing awareness of these important attributes may help promote more positive impressions of the ferry system, and boost overall satisfaction.



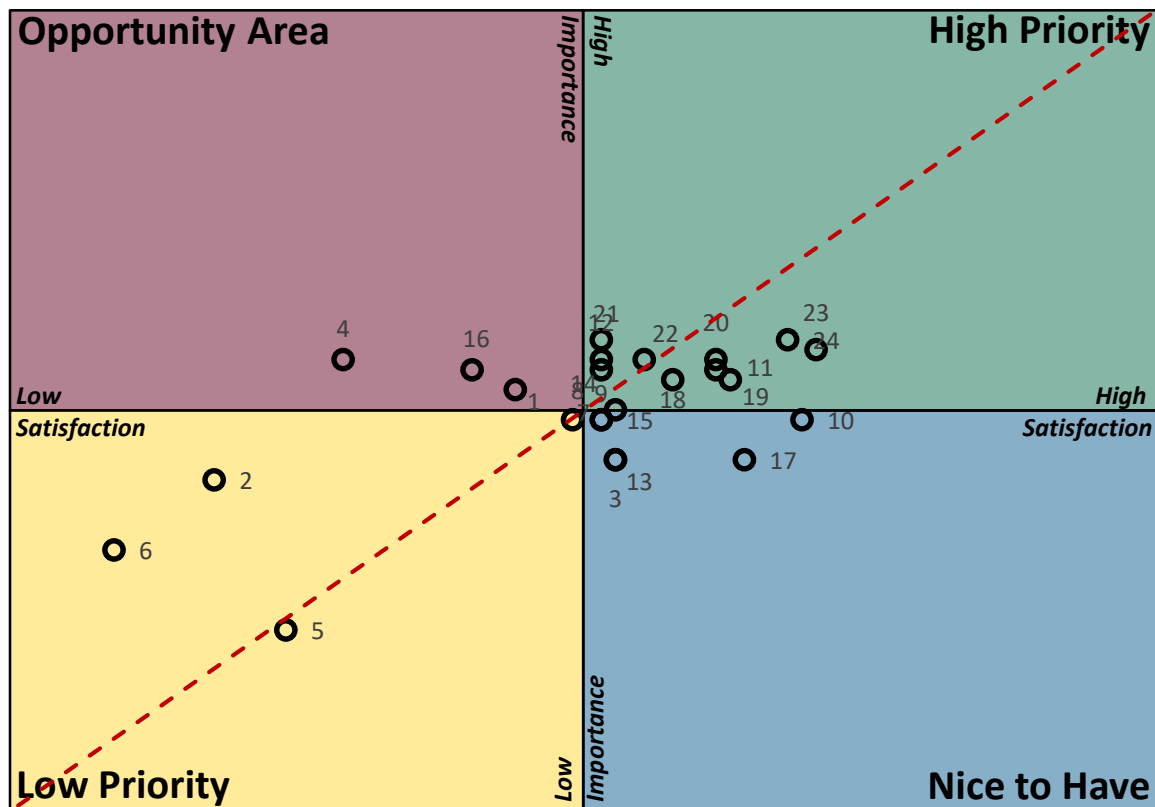
Gap Analysis: Overall - 2018



Opportunity Areas: Similar to past years, terminal bathroom cleanliness (4) and clear loading crew directions (16) are the key opportunity areas. While of lower priority to riders, the amount of parking near terminals (6) and terminals are comfortable (2) are underperforming by a wide margin.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=1,278-3,490)



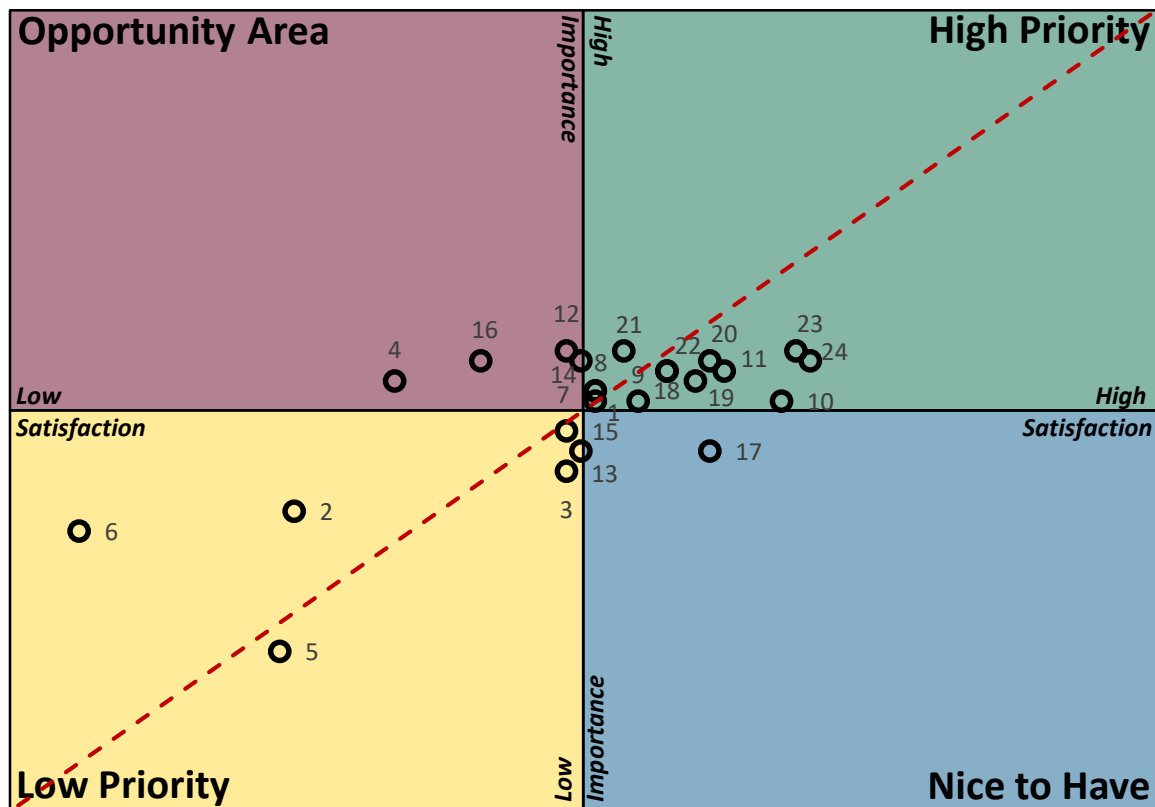
Gap Analysis: Overall - 2017



Opportunity Areas: Terminal bathroom cleanliness (4) and clear loading crew directions (16) are the key opportunity areas. While of lower priority to riders, the amount of parking near terminals (6) and terminals are comfortable (2) are underperforming by a wide margin.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=1,246-3,043)



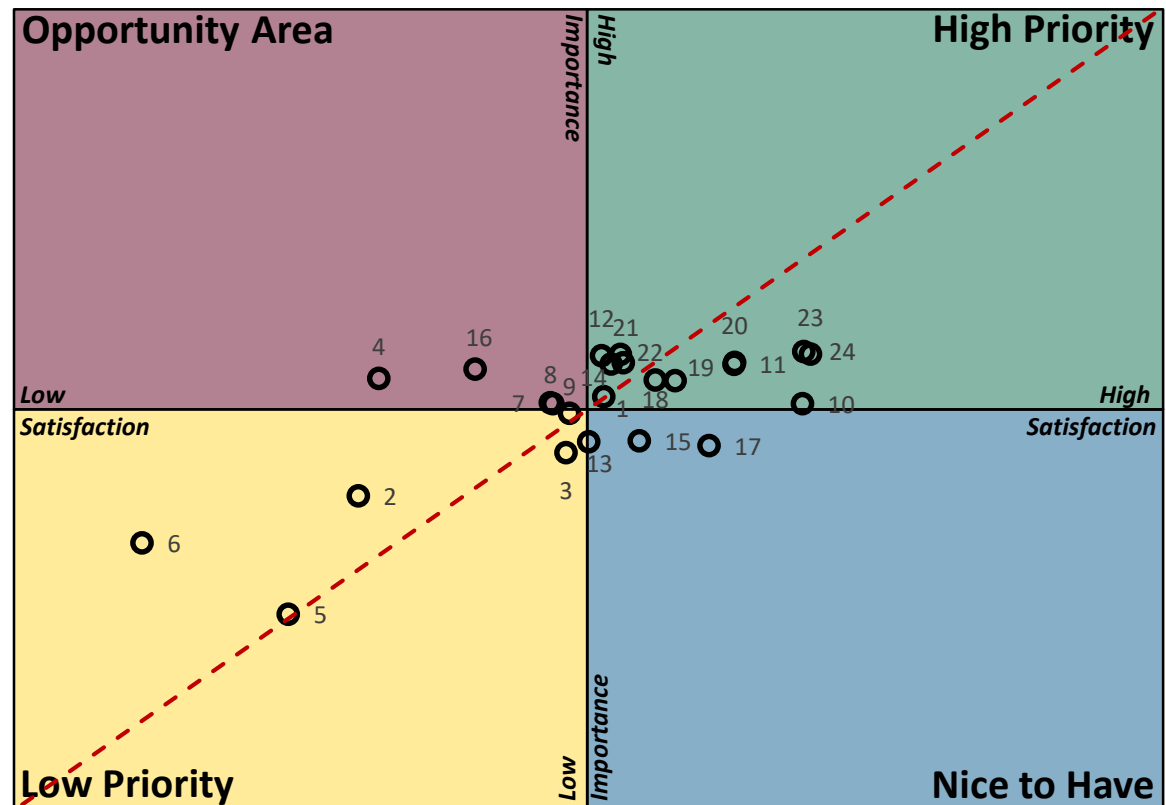
Gap Analysis: Overall - 2016



2016 Opportunity Areas: Terminal bathroom cleanliness and clear loading crew directions are the key opportunity areas. While a low priority to riders, the amount of parking near terminals is underperforming by a wide margin.

	Attribute Key
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=1,328-3,305)



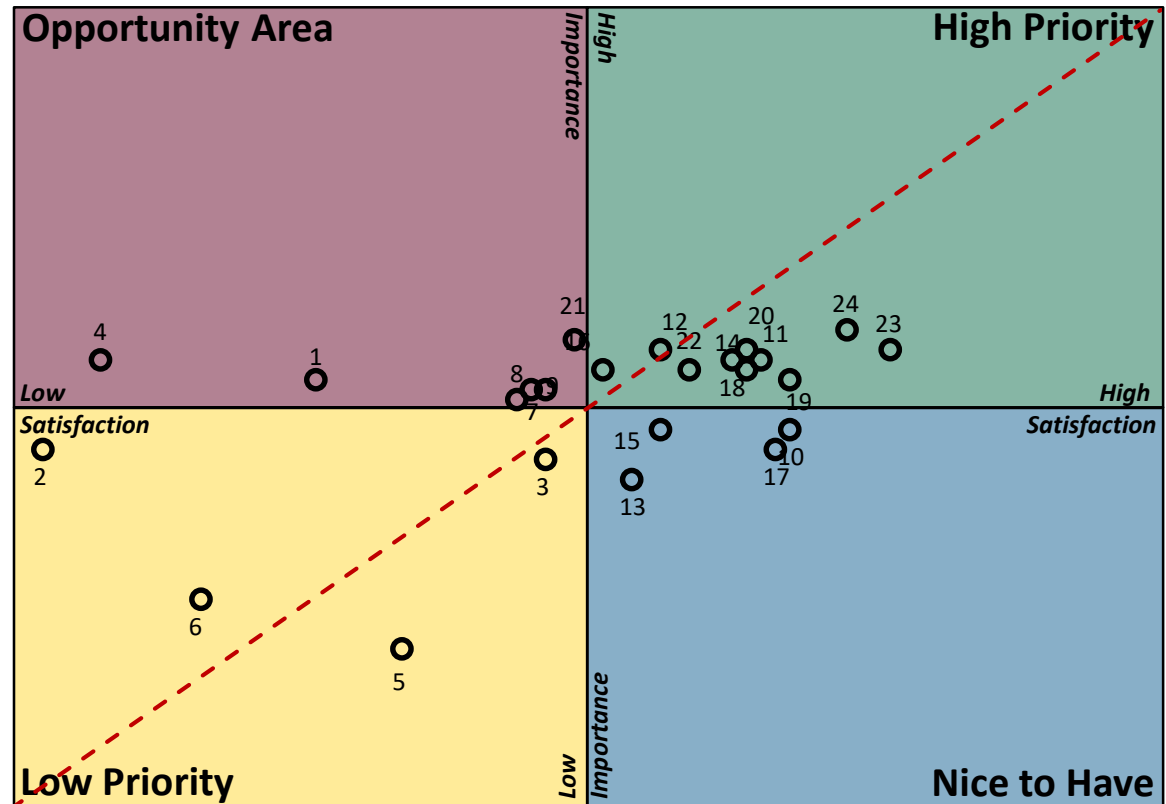
Gap Analysis: Seattle/Bainbridge - 2018



Seattle/Bainbridge Opportunity Areas: Terminal bathroom cleanliness (4) and terminal cleanliness (1) are the biggest opportunity areas. Terminal comfort (2) and adequate parking near terminals (6) are lower priority, but still underperforming by a wide margin. Aspects 4, 1, and 2 received worse ratings than in years past.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=337-1,006)



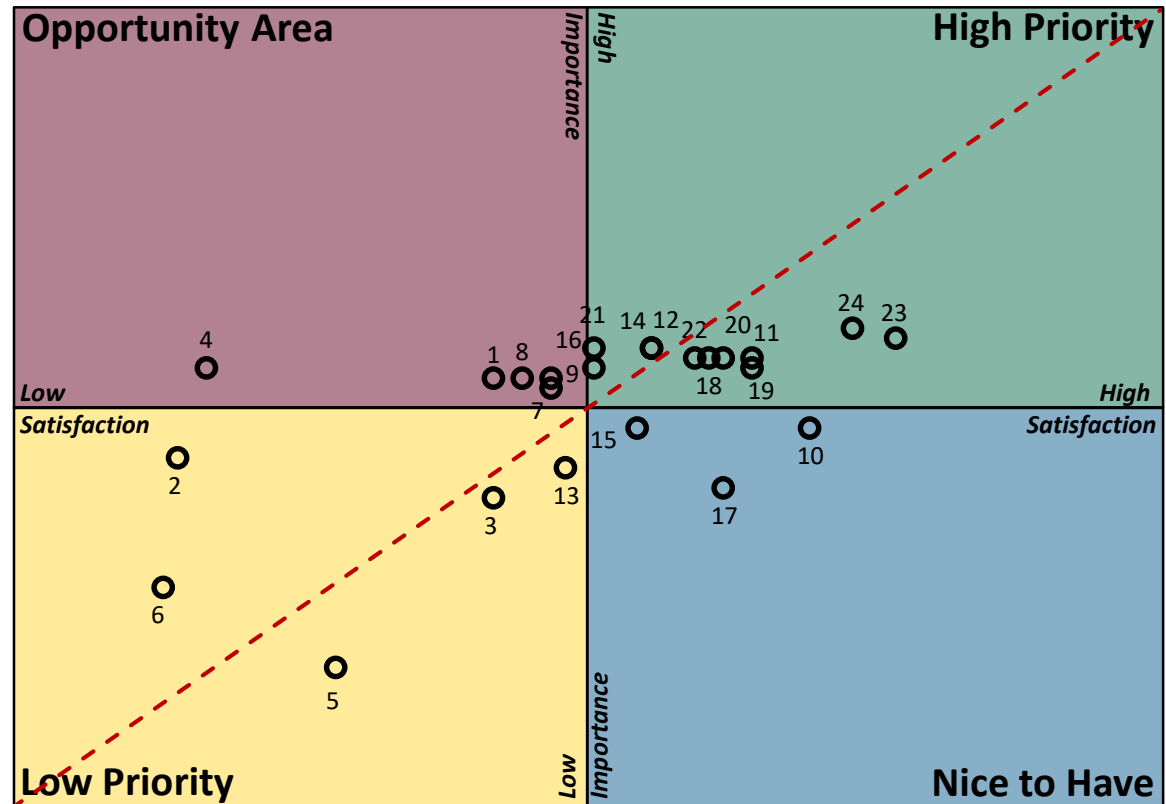
Gap Analysis: Seattle/Bainbridge - 2017



Seattle/Bainbridge Opportunity Areas: Terminal bathroom cleanliness (4) is the biggest opportunity area. Terminal comfort (2) and adequate parking near terminals (6) is a low priority, but still underperforming by a wide margin.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=195-530)



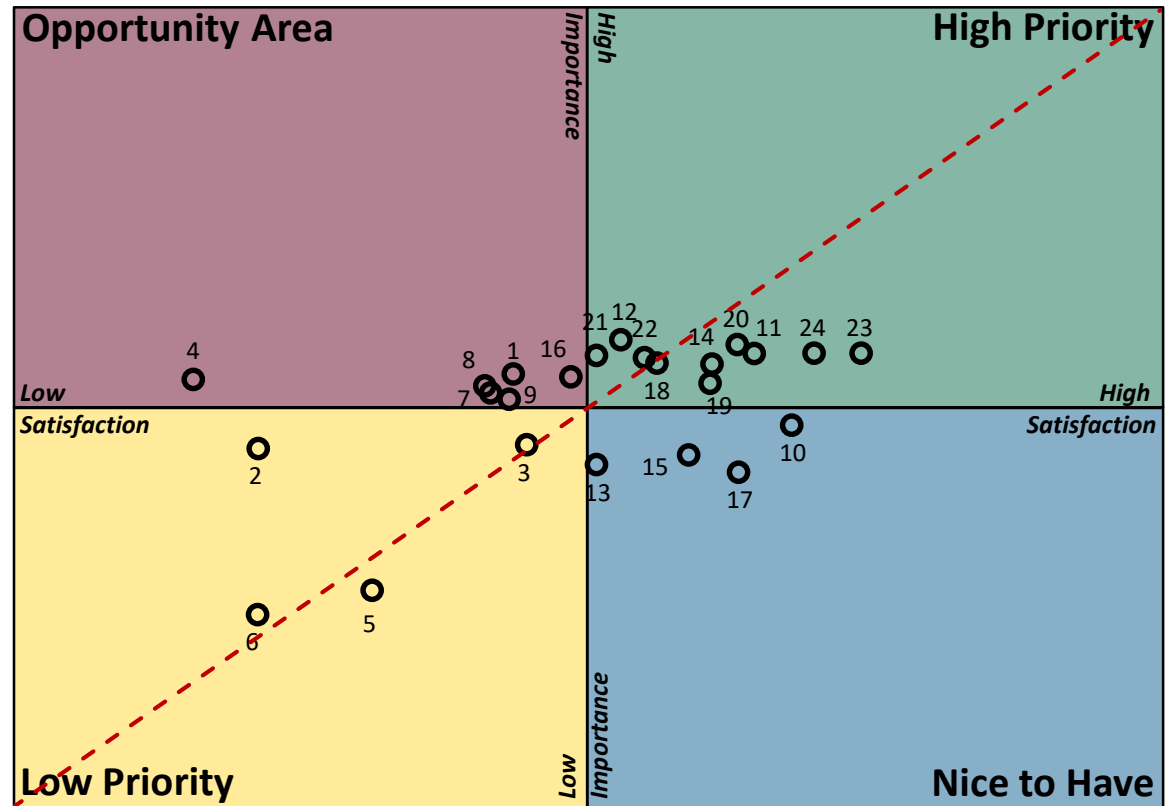
Gap Analysis: Seattle/Bainbridge - 2016



2016 Seattle/Bainbridge Opportunity Areas: Terminal bathroom cleanliness is the biggest opportunity area. Terminal comfort is a low priority, but still underperforming by a wide margin.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=218-606)

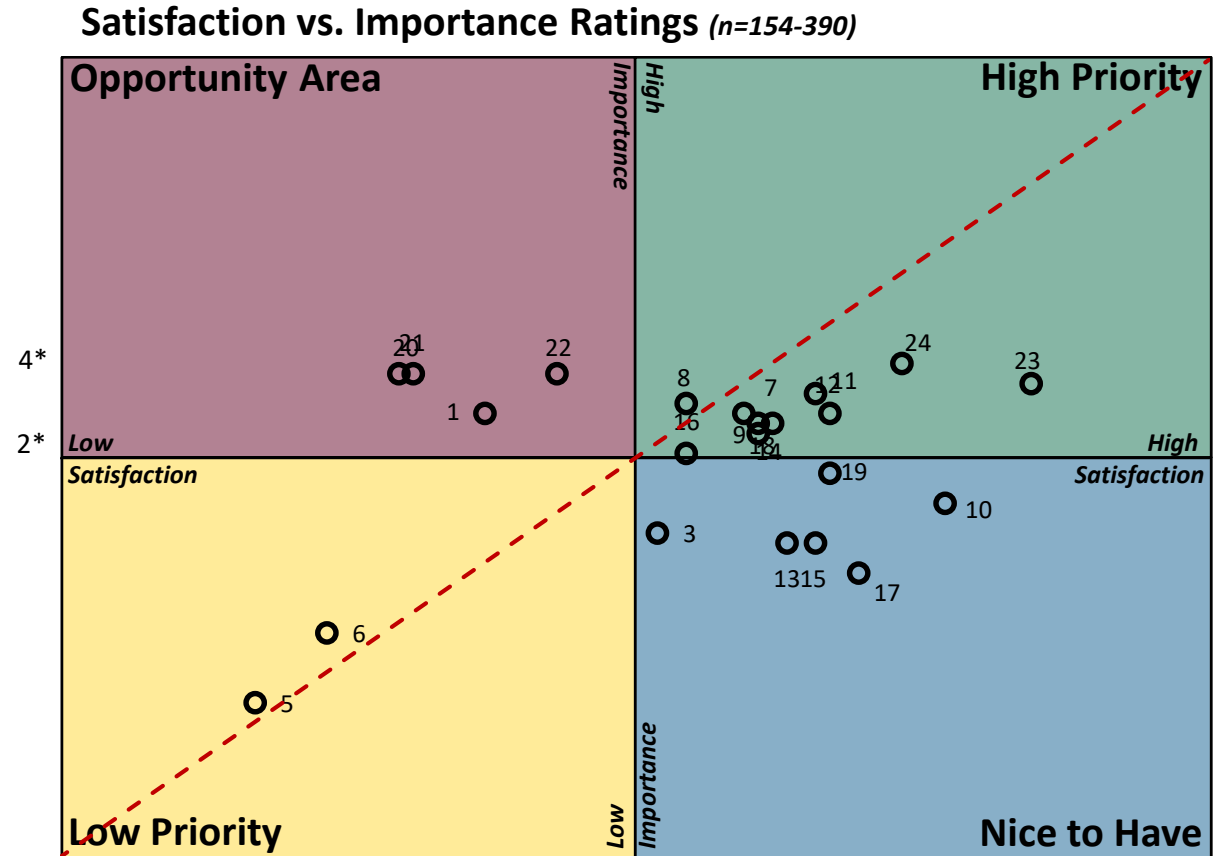


Gap Analysis: Seattle/Bremerton - 2018



Seattle/Bremerton Opportunity Areas: Much more so than in past years, terminal bathroom cleanliness (4) and terminal comfort (2) are by far the key opportunity areas. Ferry bathrooms(21), vessel maintenance (22), and cleanliness of seating areas (20) are also opportunity areas to improve.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful



* 4, 2 are outside of displayed graph area.

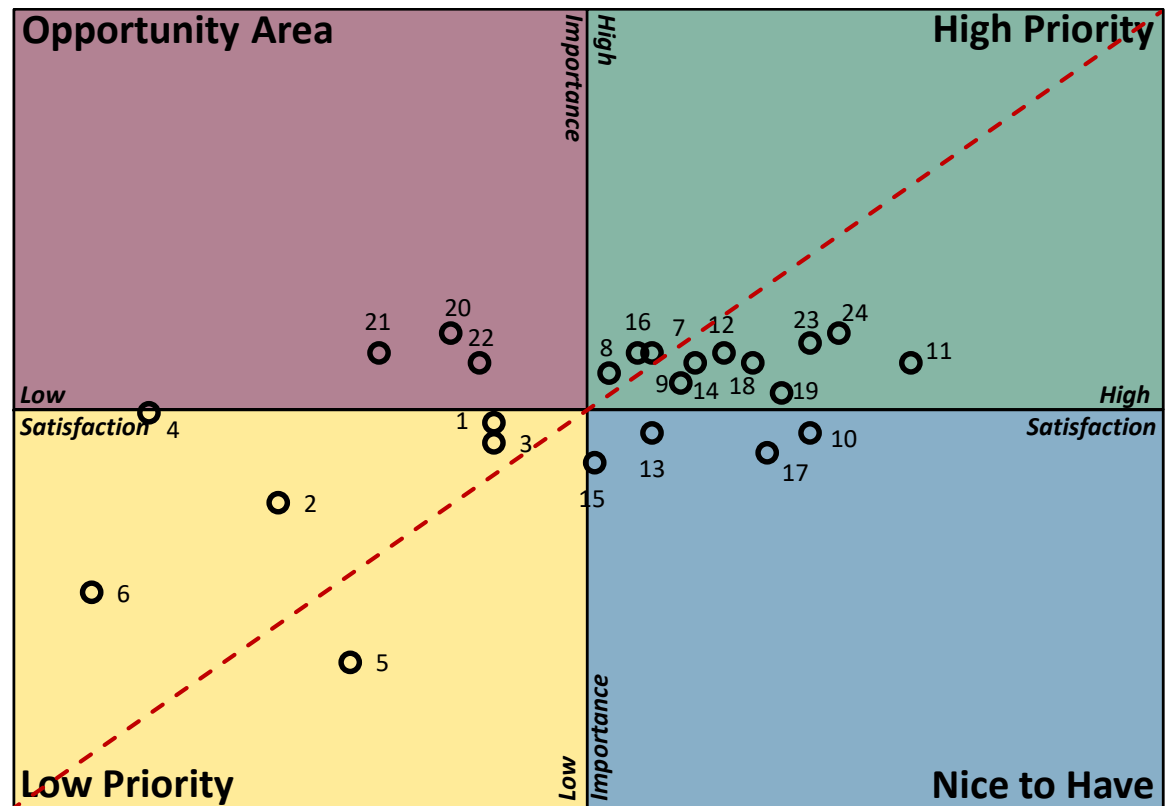
Gap Analysis: Seattle/Bremerton - 2017



Seattle/Bremerton Opportunity Areas: Terminal bathroom cleanliness (4) is by far the key opportunity area. Ferry bathrooms(21), vessel maintenance (22), and cleanliness of seating areas (20) are also opportunity areas to improve. Adequate parking near terminals (6) and terminal comfort (2) are lower priority, but still underperforming.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=98-199)



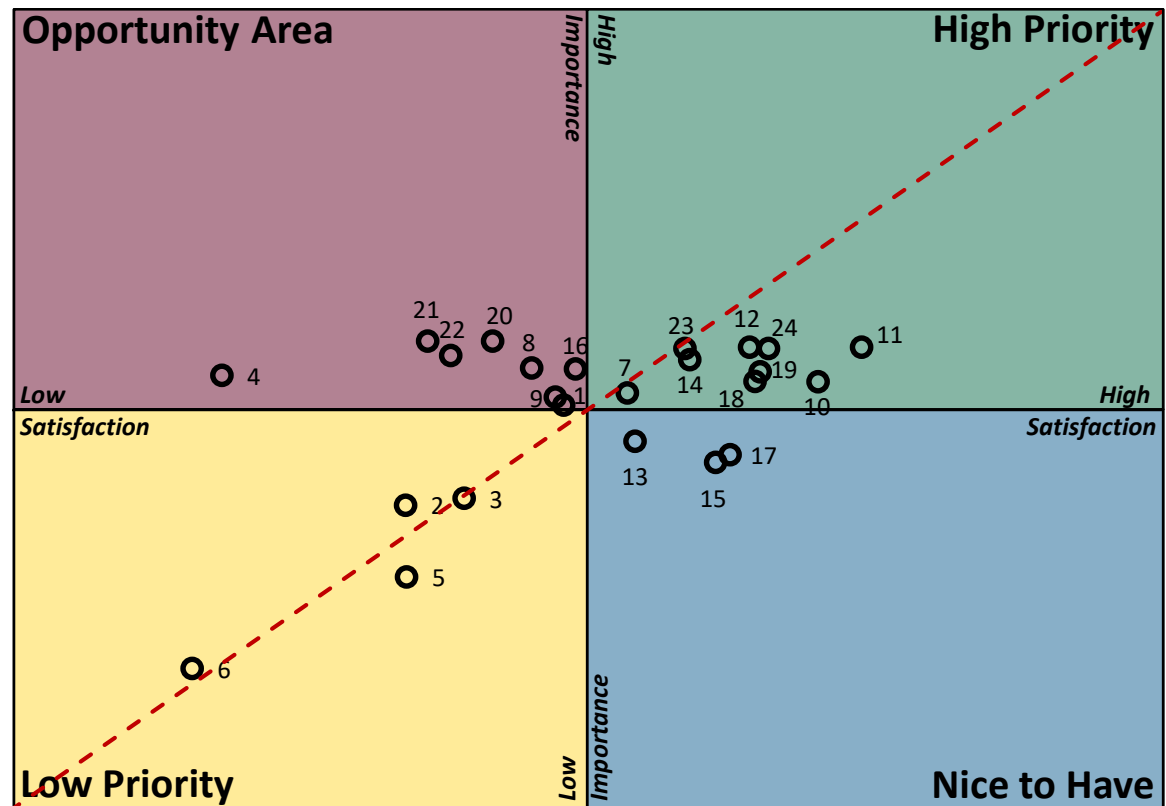
Gap Analysis: Seattle/Bremerton - 2016



2016 Seattle/Bremerton Opportunity Areas: Terminal bathroom cleanliness is by far the key opportunity area. Ferry bathrooms, vessel maintenance, and cleanliness of seating areas are also opportunity areas to improve.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=101-230)



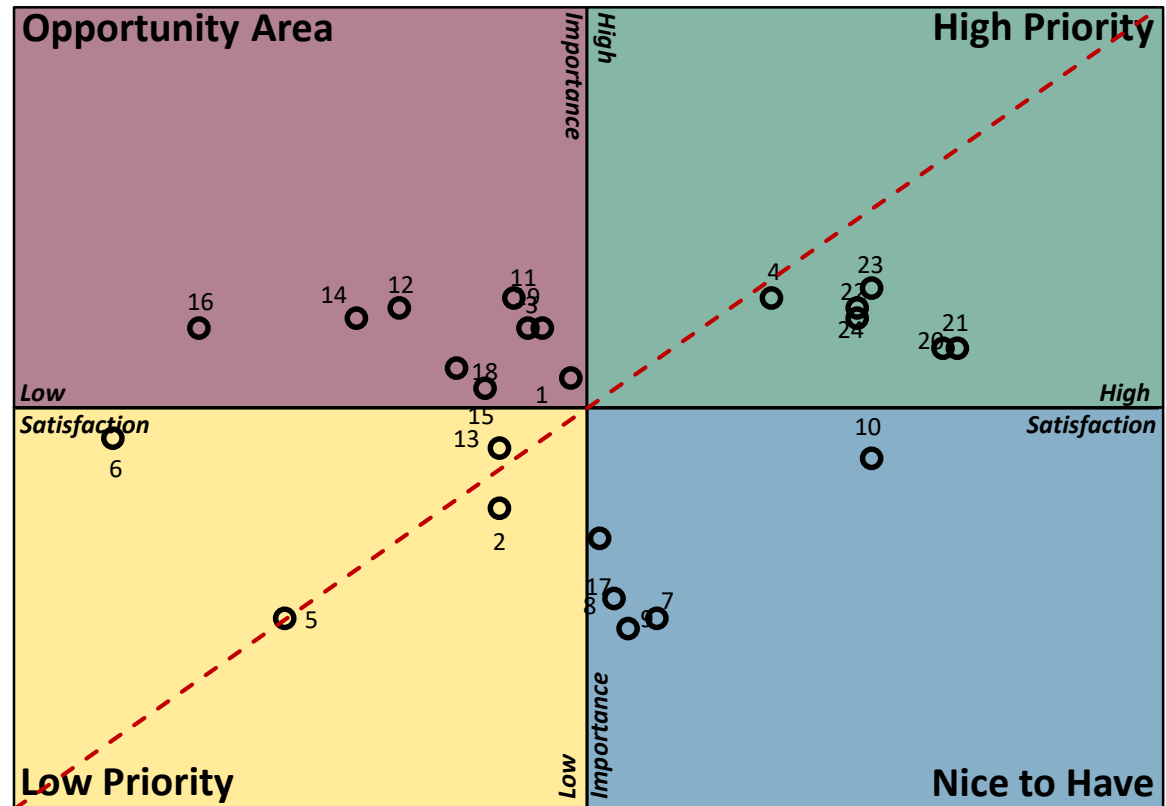
Gap Analysis: Pt. Defiance/Tahlequah - 2018



Pt. Defiance/Tahlequah Opportunity Areas: Providing clear loading instructions (16), loading efficiencies (14), and efficiently processes vehicles (12) are the biggest opportunities for improvement. Adequate parking near terminals (6) is also an opportunity area.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=64-113)



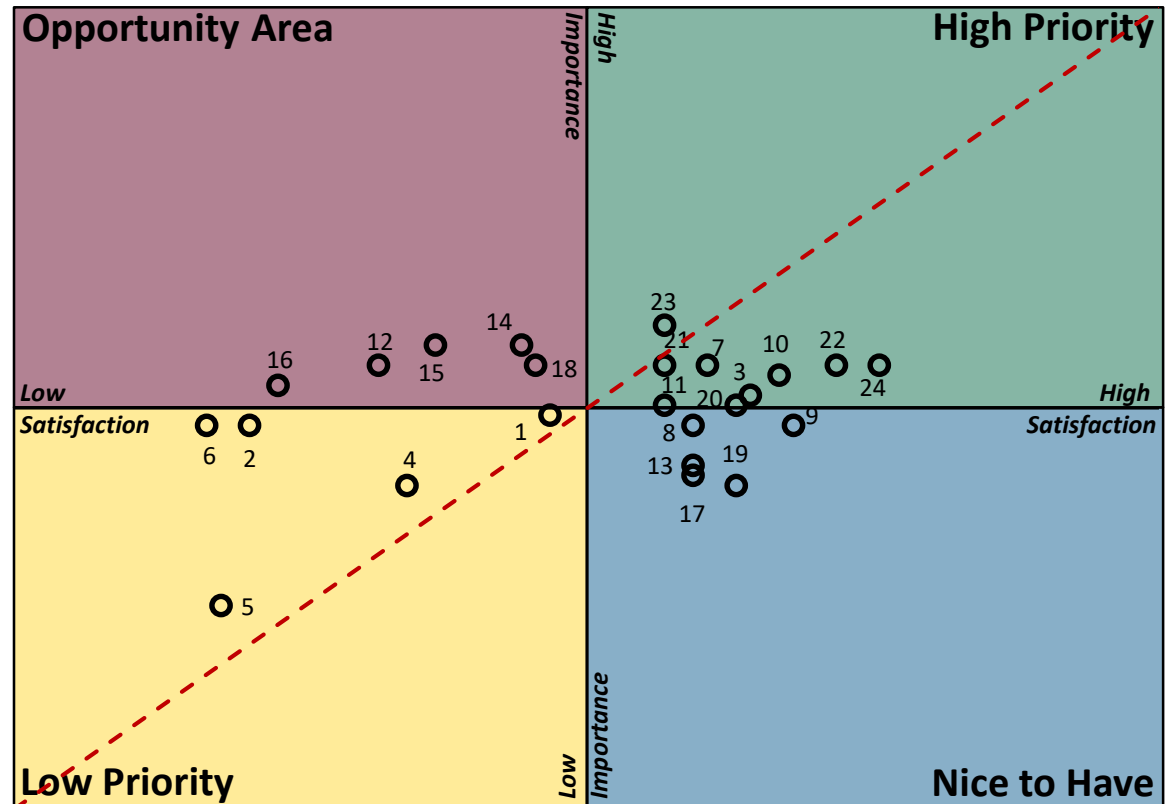
Gap Analysis: Pt. Defiance/Tahlequah - 2017



Pt. Defiance/Tahlequah Opportunity Areas: Providing clear loading instructions (16) and efficiently processes vehicles (12) are the biggest opportunities for improvement. Adequate parking near terminals (6) and terminals are comfortable (2) are also opportunity areas.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=24-43)

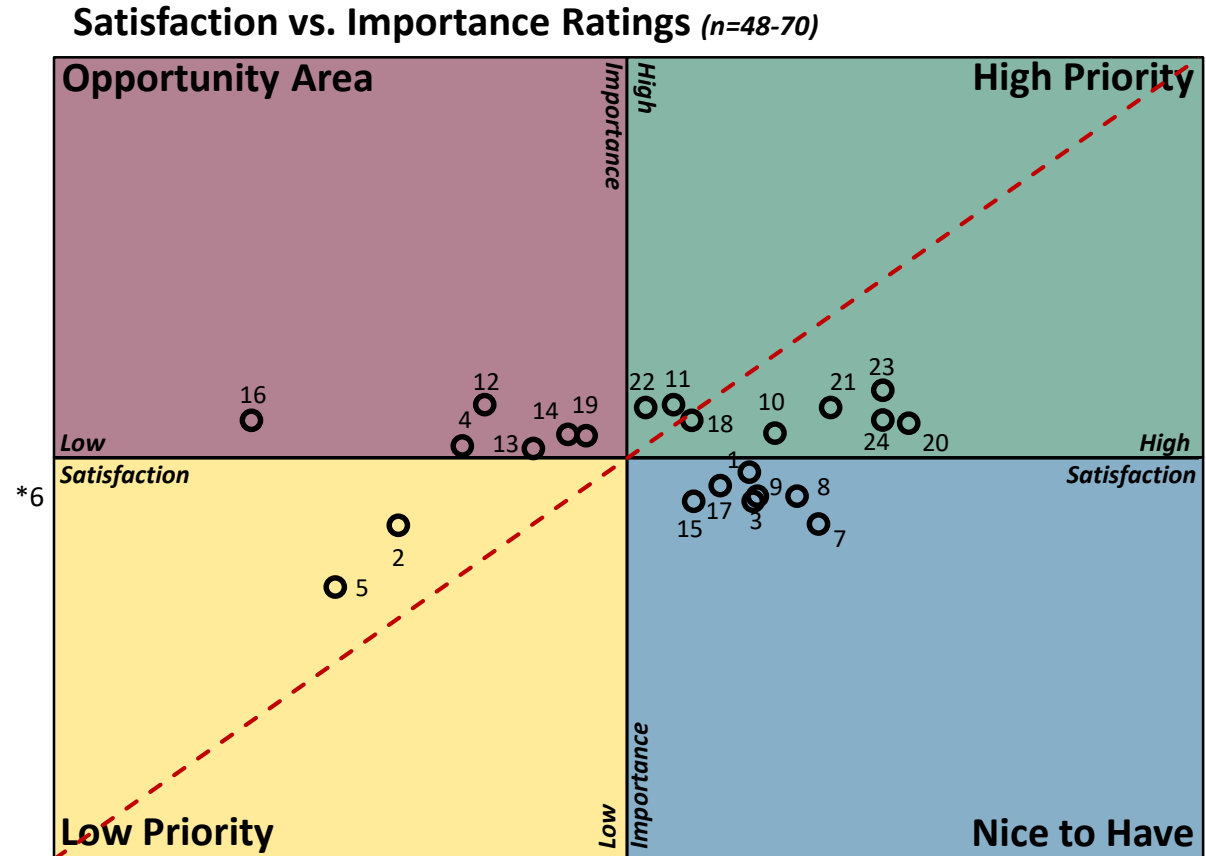


Gap Analysis: Pt. Defiance/Tahlequah - 2016



2016 Pt. Defiance/Tahlequah Opportunity Areas: Providing clear loading instructions is the biggest opportunity for improvement. Cleanliness of terminal bathrooms and friendliness of vehicle loading crews are also opportunity areas. Coordination of WSF and transit schedules is a low priority to riders, but it is underperforming by a large margin.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals*
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful



* 6 is outside of displayed graph area.

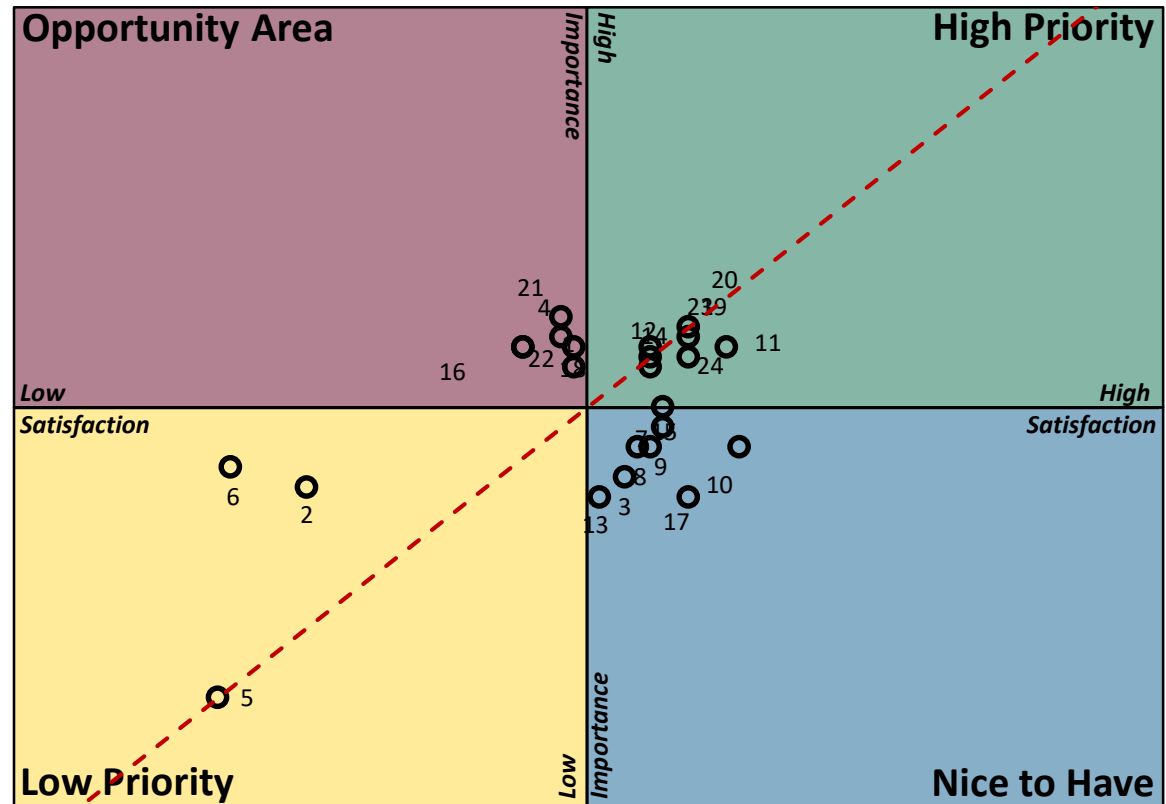
Gap Analysis: Edmonds/Kingston - 2018



Edmonds/Kingston Opportunity Areas: *Opportunity Areas: The attributes generally have not change much over the last three winters. However, parking availability (6), terminals are comfortable (2) and coordination with transit schedules (5) have improved over 2017.*

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated*
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=109-291)



* 5 is outside of displayed graph area.

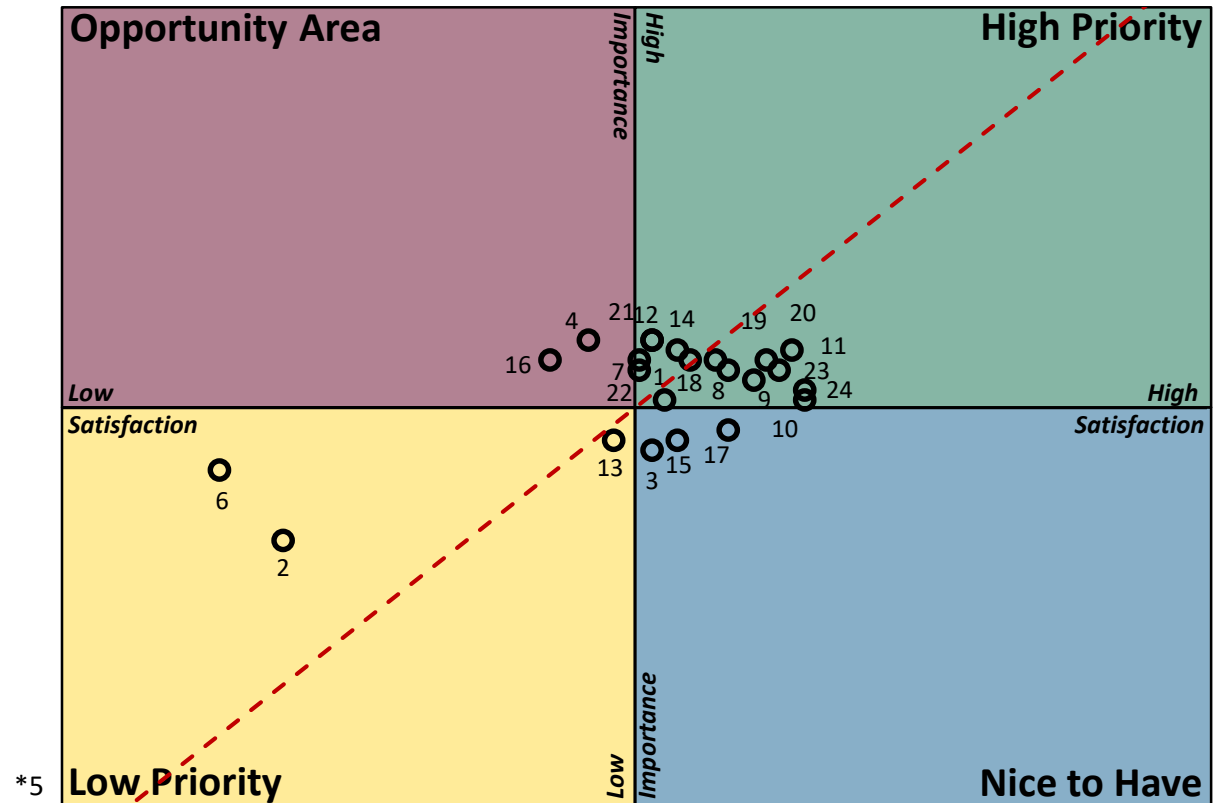
Gap Analysis: Edmonds/Kingston - 2017



Edmonds/Kingston Parking availability (6) and terminals are comfortable (2) are not the highest priority to riders, but are underperforming by a large margin. Clarity of loading crew instructions (16) and cleanliness of terminal bathrooms (4) are an opportunity for improvement.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated*
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=109-291)



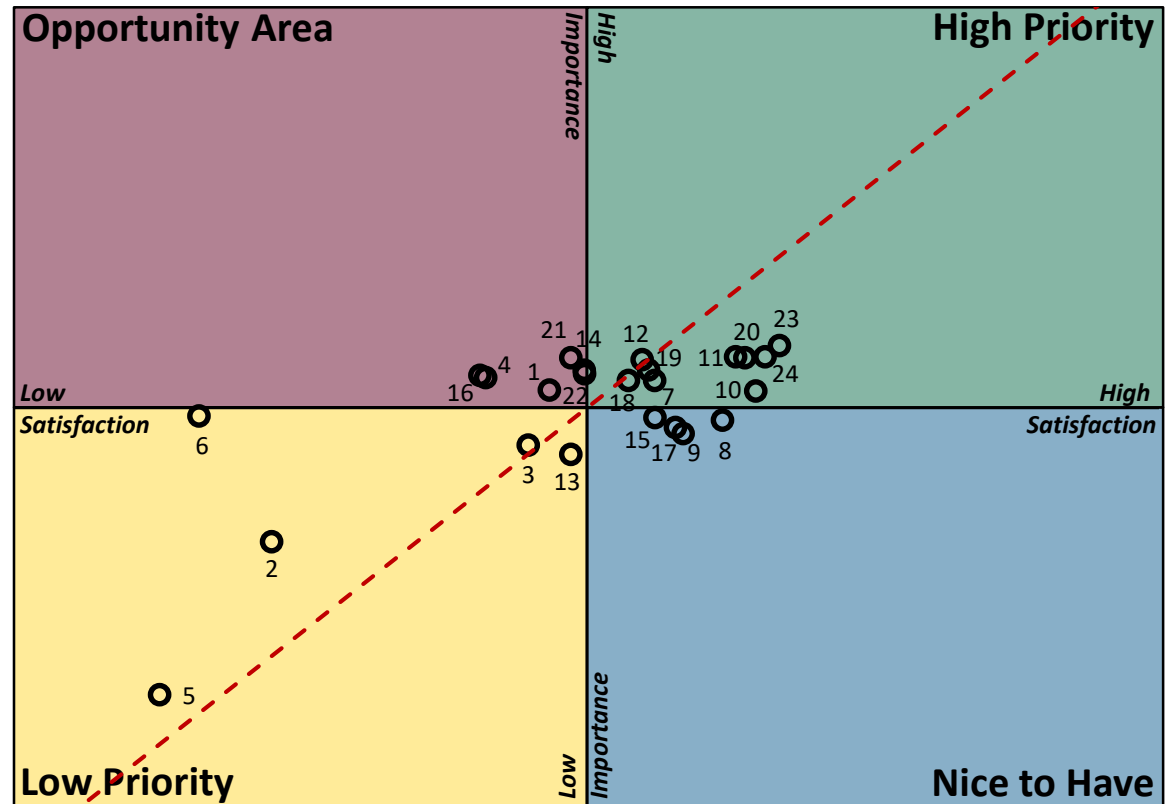
Gap Analysis: Edmonds/Kingston - 2016



2016 Edmonds/Kingston Opportunity Areas: Parking availability is not the highest priority to riders, but it is the most underperforming area by a large margin. Clarity of loading crew instructions and cleanliness of terminal bathrooms are the biggest opportunity for improvement.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=130-351)



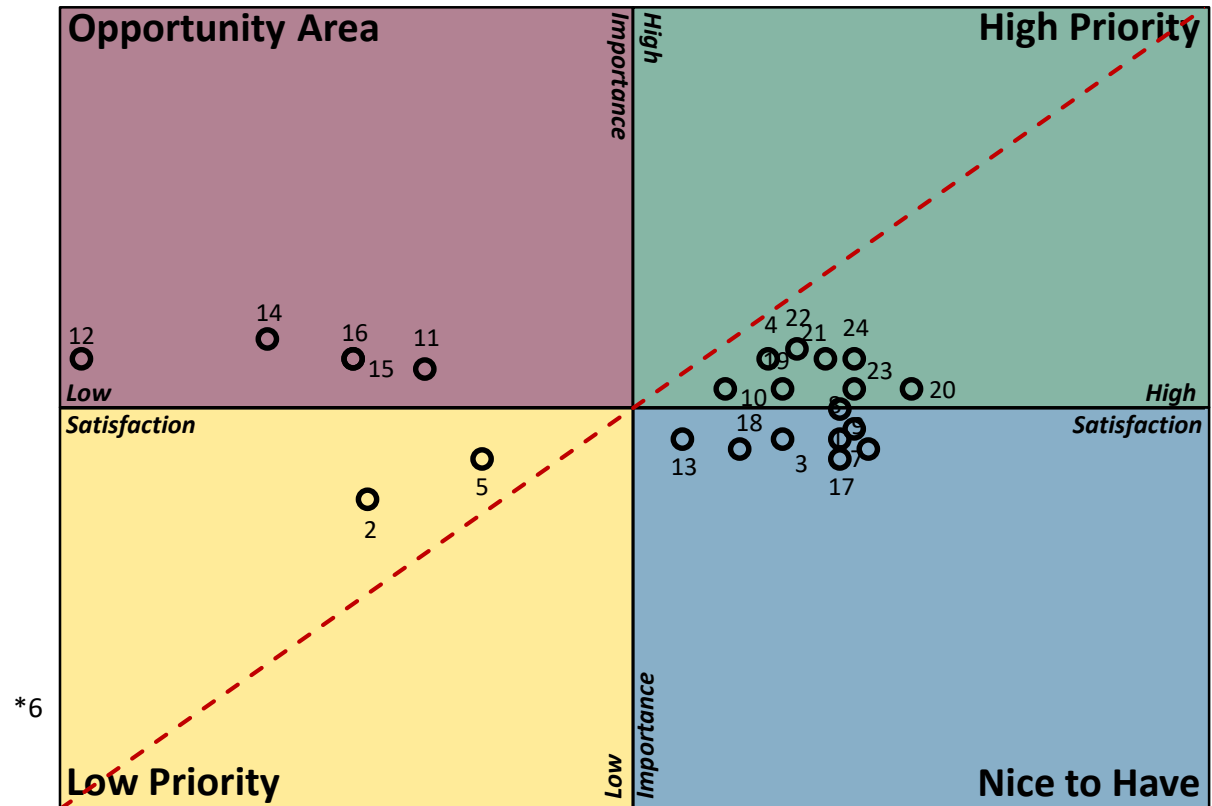
Gap Analysis: Fauntleroy/Vashon - 2018



Fauntleroy/Vashon Opportunity Areas: Not much has changed from 2017. Efficiency of processing vehicles (12), loading procedures efficiency (14), loading crew's directions (16), loading ferries to capacity (15) and buying tickets easy and quick (11) are the biggest opportunity areas. Adequate parking near terminal (6) is rated worse than 2017.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals*
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=98-197)



* 6 is outside of displayed graph area.

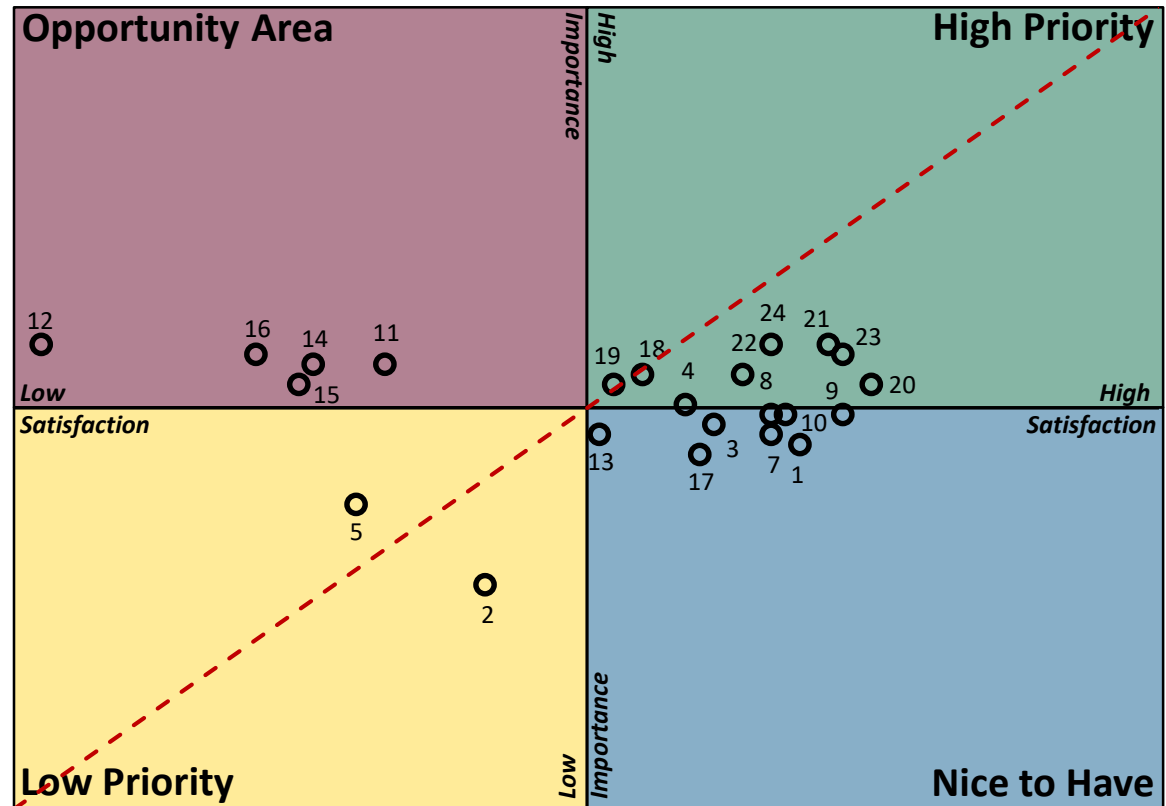
Gap Analysis: Fauntleroy/Vashon - 2017



Fauntleroy/Vashon Opportunity Areas: Efficiency of processing vehicles (12), loading crew's directions (16), loading ferries to capacity (15), loading procedures efficient (14), and buying tickets easy and quick (11) are the biggest opportunity areas. Adequate parking near terminal (6) and coordination with transit schedules (5) are underperforming.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals*
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=98-197)



* 6 is outside of displayed graph area.

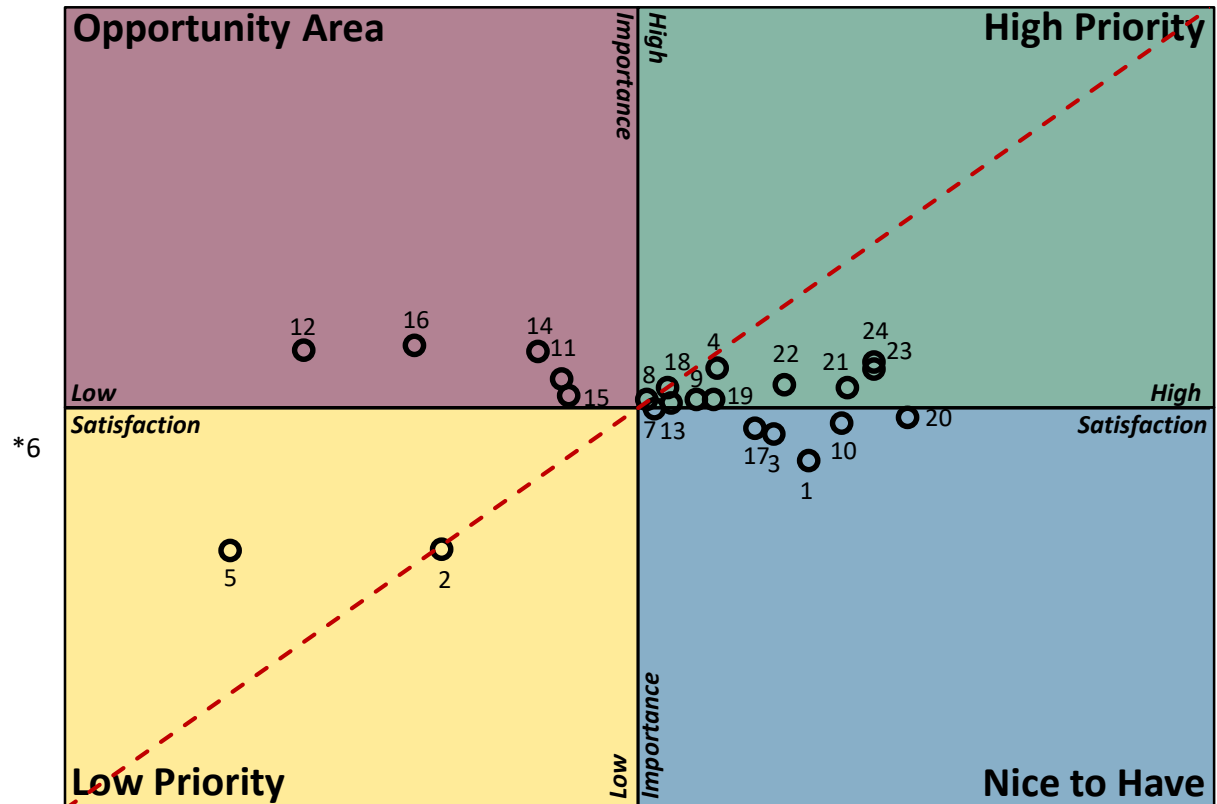
Gap Analysis: Fauntleroy/Vashon - 2016



2016 Fauntleroy/Vashon Opportunity Areas: Efficiency of processing vehicles and loading crew's directions are the biggest opportunity areas. Coordination of WSF and transit schedules is of lower importance, but is a very underperforming area.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals*
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=104-249)



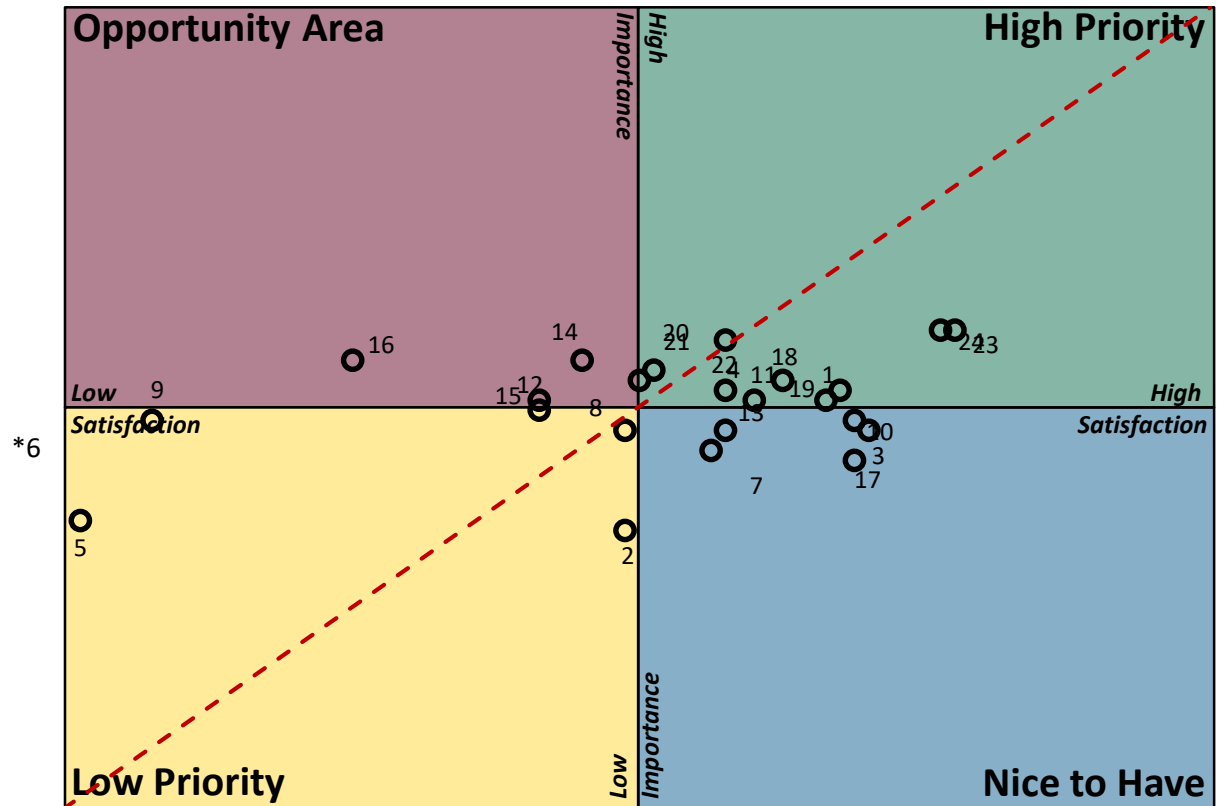
Gap Analysis: Fauntleroy/Southworth - 2018



Fauntleroy/Southworth Opportunity Areas: Adequate parking (6), passenger unloading efficiency (9), and transit coordination (5) are considerably worse than in 2017. Those aspects plus loading crews providing clear directions (16) are the key opportunity areas.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals*
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=54-95)



* 6 is outside of displayed graph area.

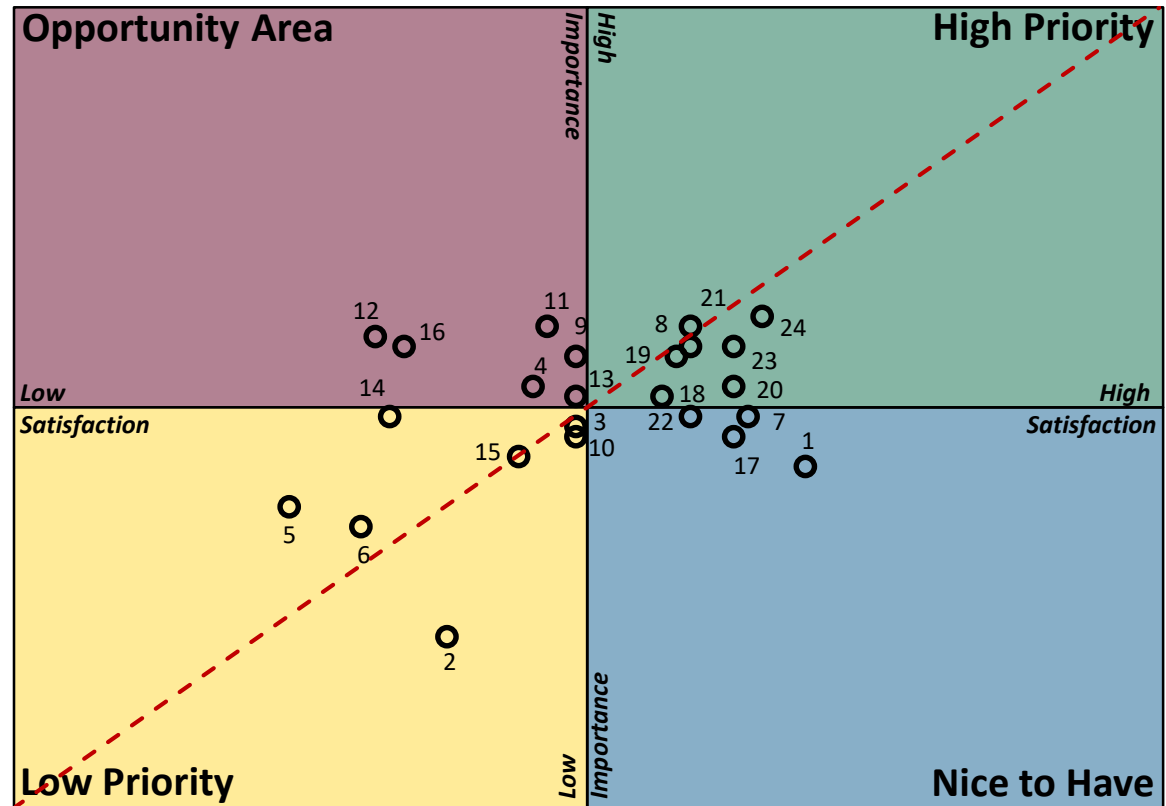
Gap Analysis: Fauntleroy/Southworth - 2017



Fauntleroy/Southworth Opportunity Areas: Efficiency of processing vehicles (12) and loading crews providing clear directions (16) are the key opportunity areas, followed by efficiency of loading procedures (14). While not a high priority, WSF/transit schedule coordination (5) and parking availability (6) are underperforming.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals*
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=54-95)



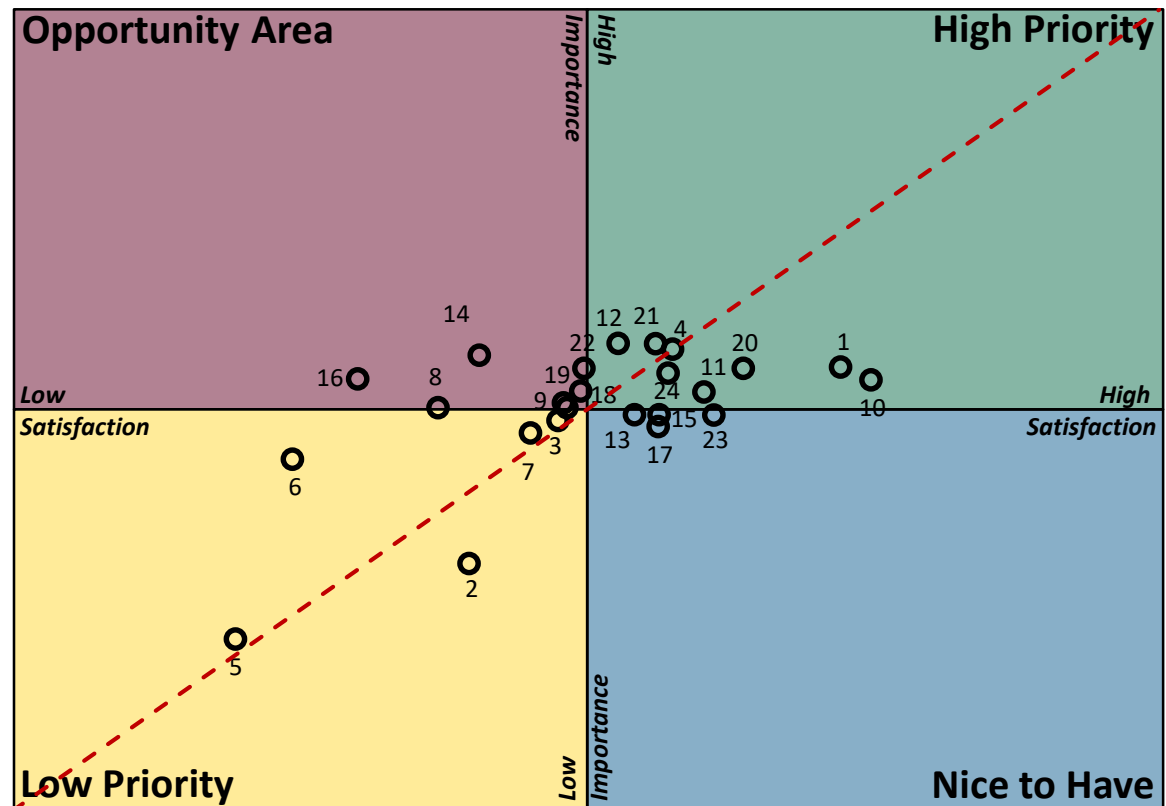
Gap Analysis: Fauntleroy/Southworth - 2016



2016 Fauntleroy/Southworth Opportunity Areas: Loading crews providing clear directions is the key opportunity area, followed by efficiency of loading procedures, and passenger loading efficiency. While not a high priority, parking availability is underperforming by a wide margin.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=64-132)



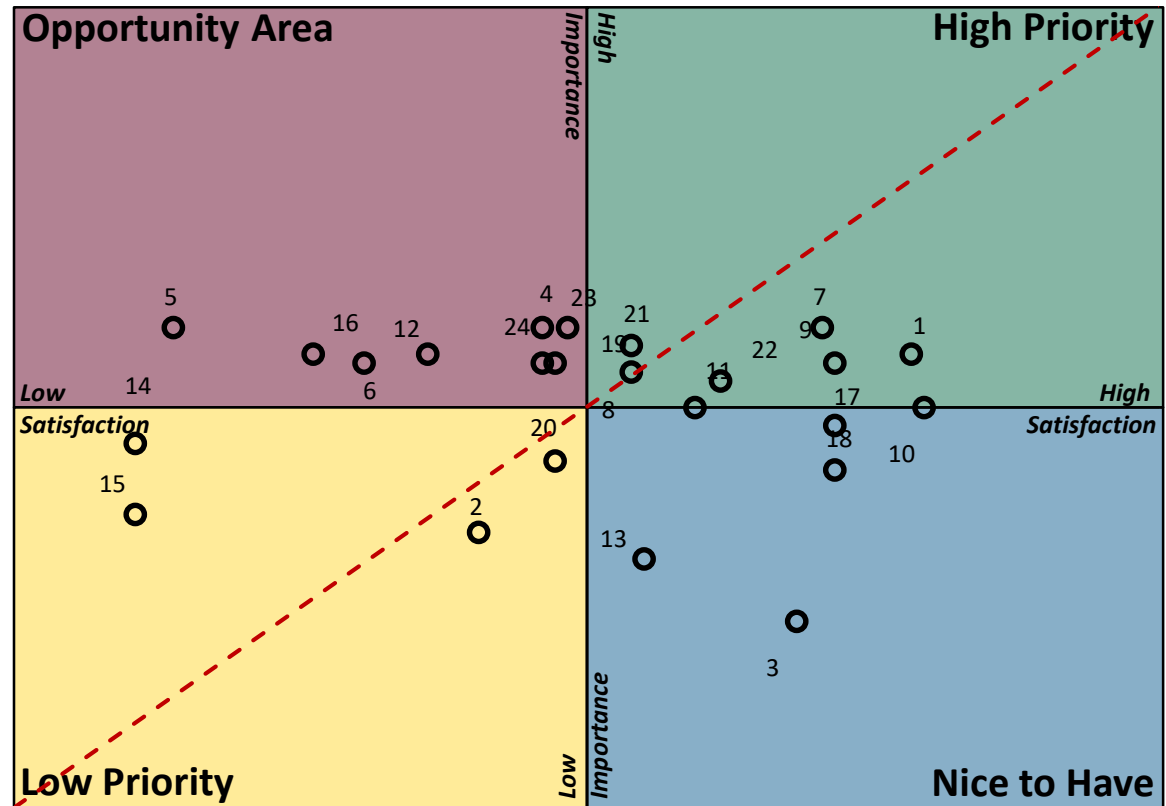
Gap Analysis: Southworth/Vashon - 2018



Southworth/Vashon Opportunity Areas: Sample sizes are extremely small for this route. Coordination with transit schedules (5), loading procedure efficiency (14) and loading to capacity (15) appear to be the key opportunity areas.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=5-9)



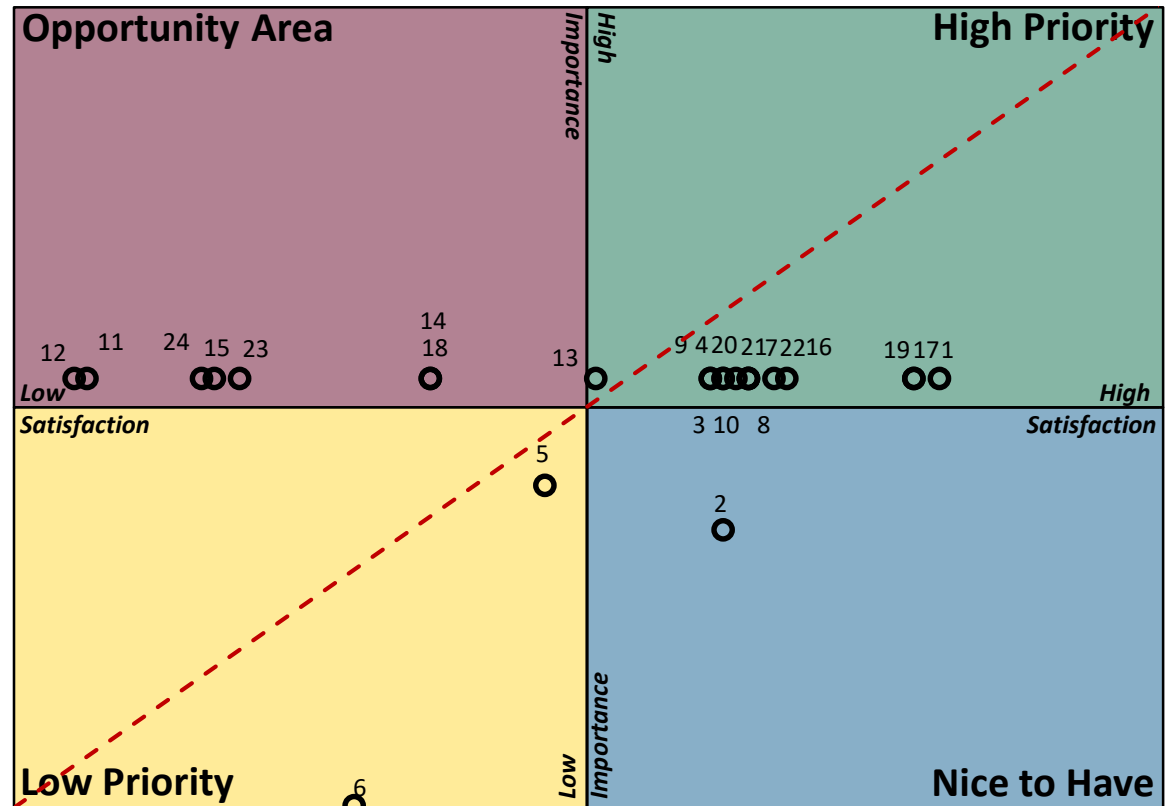
Gap Analysis: Southworth/Vashon - 2017



Southworth/Vashon Opportunity Areas: Sample sizes are extremely small for this route. Efficiently processing vehicles (12) and buying tickets easy and quick (11) appear to be the key opportunity areas.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=5-9)



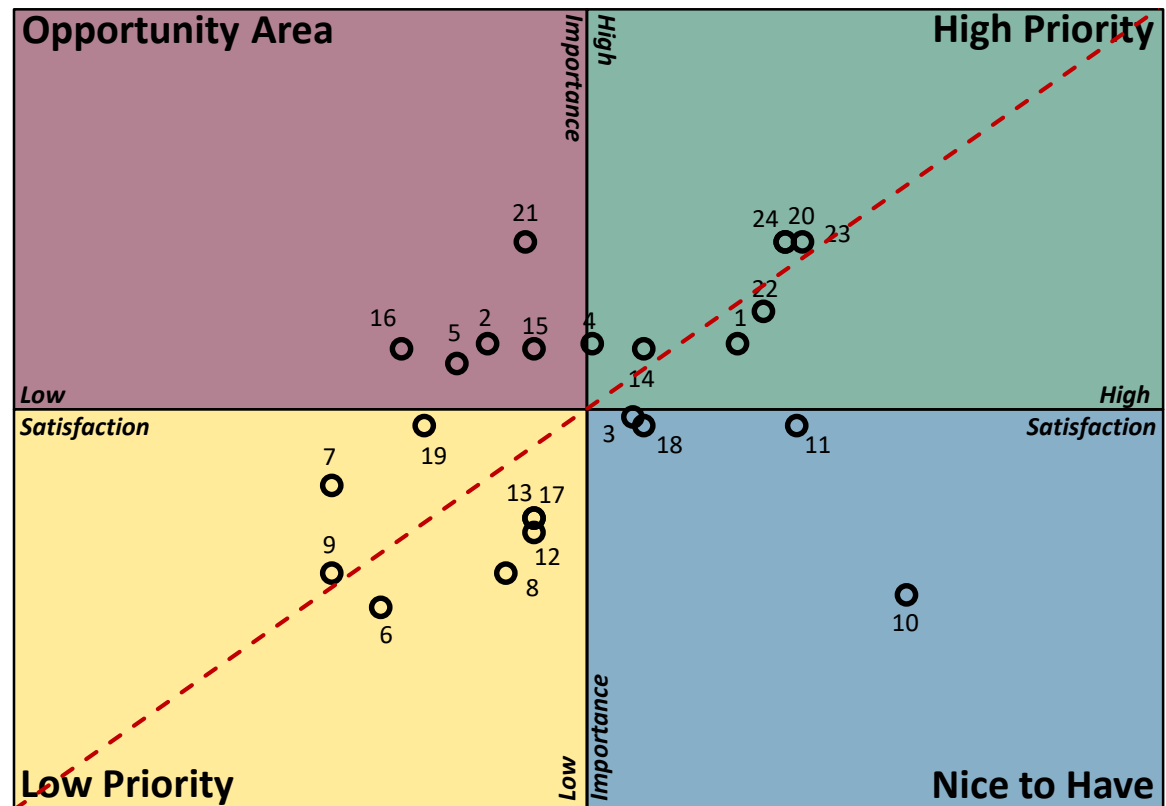
Gap Analysis: Southworth/Vashon - 2016



2016 Southworth/Vashon Opportunity Areas: Ferry bathroom cleanliness and loading crews providing clear directions are the key opportunity areas, followed by coordinated WSF and transit schedules and loading ferries to capacity. Ease of loading and unloading as a walk-on is a low priority, but it is underperforming by a wide margin.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=11-20)



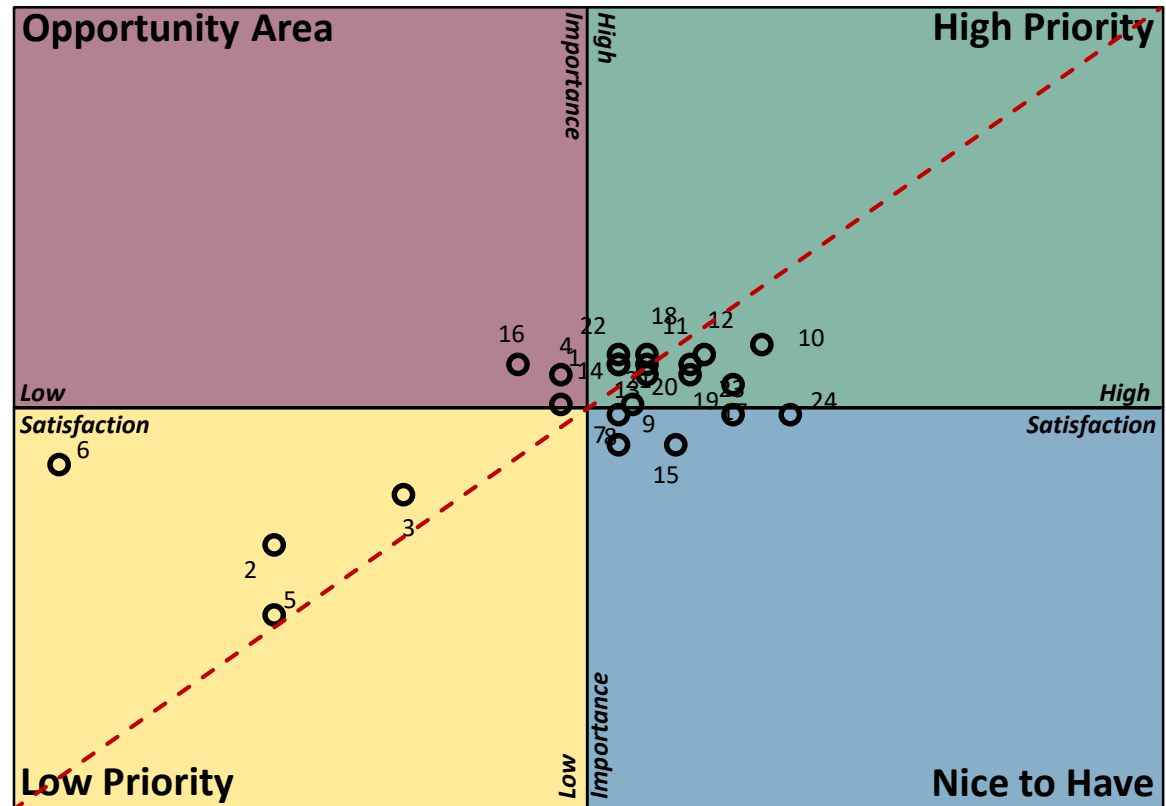
Gap Analysis: Coupeville/Pt. Townsend - 2018



Coupeville/Pt. Townsend Opportunity Areas: The attributes have changed little from 2017. Adequate parking near terminal (6) is the key opportunity area. Terminals are comfortable (2) and loading crews provide clear directions (16) are not a high priority, but are slightly underperforming.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=40-129)



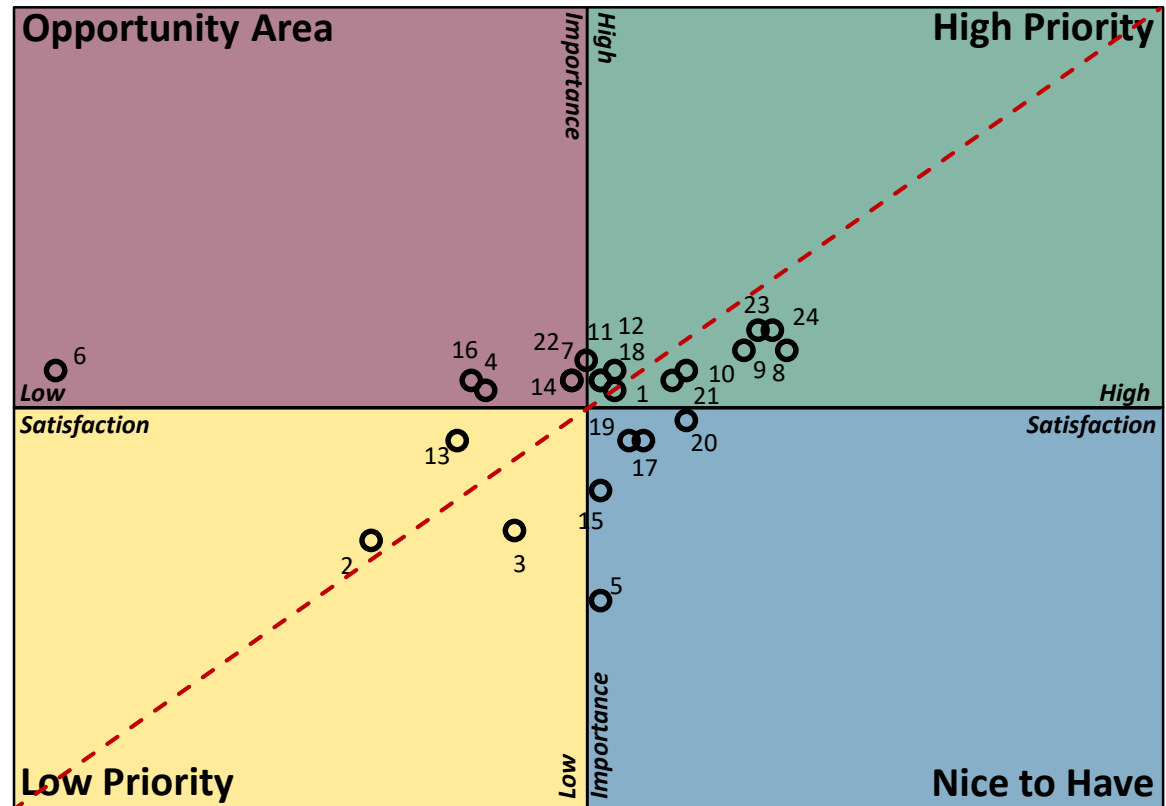
Gap Analysis: Coupeville/Pt. Townsend - 2017



Coupeville/Pt. Townsend Opportunity Areas: Adequate parking near terminal (6), loading crews provide clear directions (16) and terminal bathroom cleanliness (4) are the key opportunity areas. Terminals are comfortable (2) and vehicle loading crew is friendly (13) are not a high priority, but are underperforming.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=52-148)



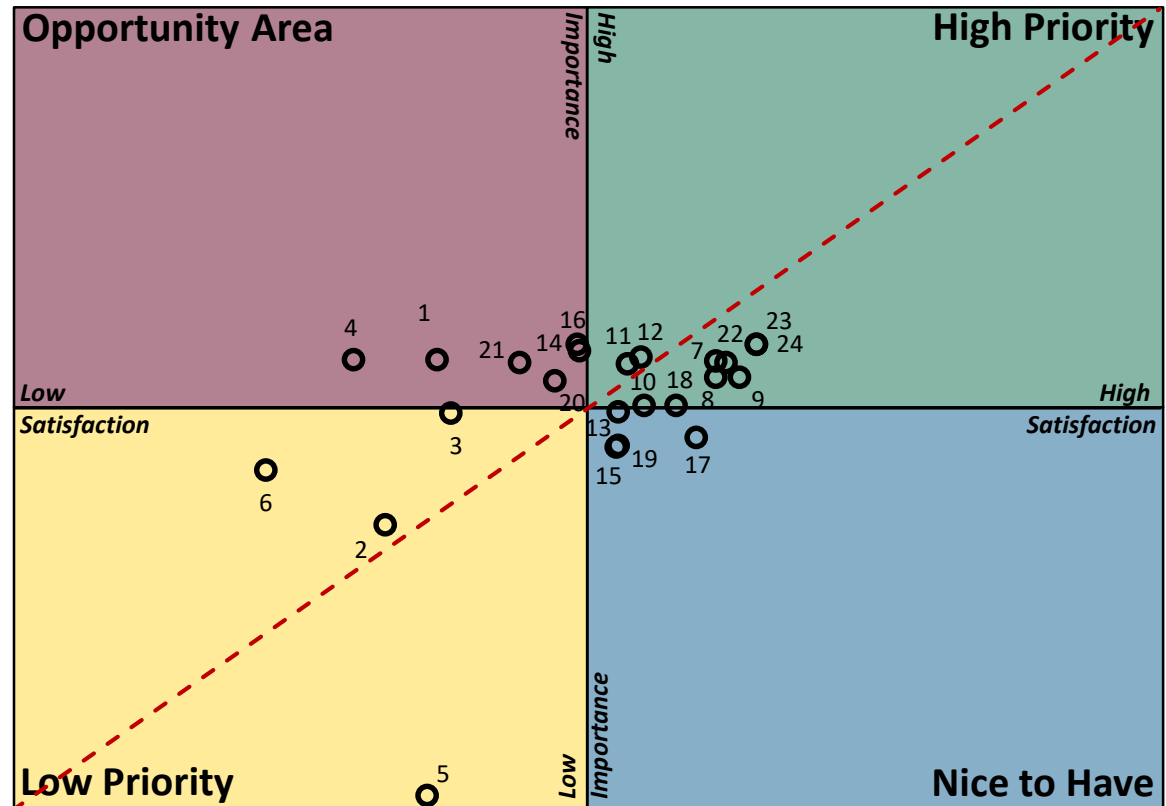
Gap Analysis: Coupeville/Pt. Townsend - 2016



2016 Coupeville/Pt. Townsend Opportunity Areas: Terminal bathroom cleanliness is the key opportunity area, followed by terminal cleanliness. Parking availability is not a high priority, but it is underperforming by a wide margin.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=34-103)

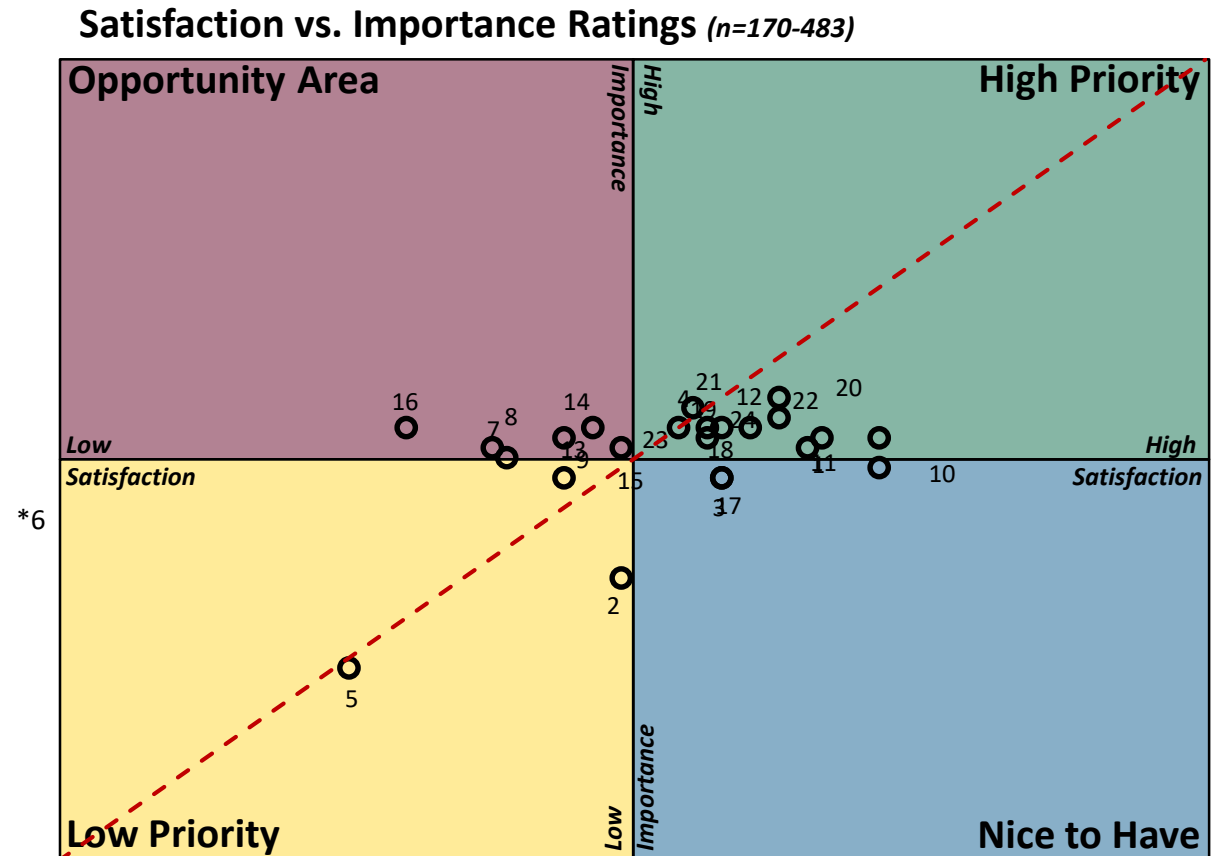


Gap Analysis: Mukilteo/Clinton - 2018



Mukilteo/Clinton Opportunity Areas: The attributes have not changed much over the last three years. Adequate parking near terminals (6) and loading crews providing clear directions (16) remain the key opportunity areas. Ease of loading and unloading (7) and passenger loading efficiency (8) are also opportunity areas.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals*
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

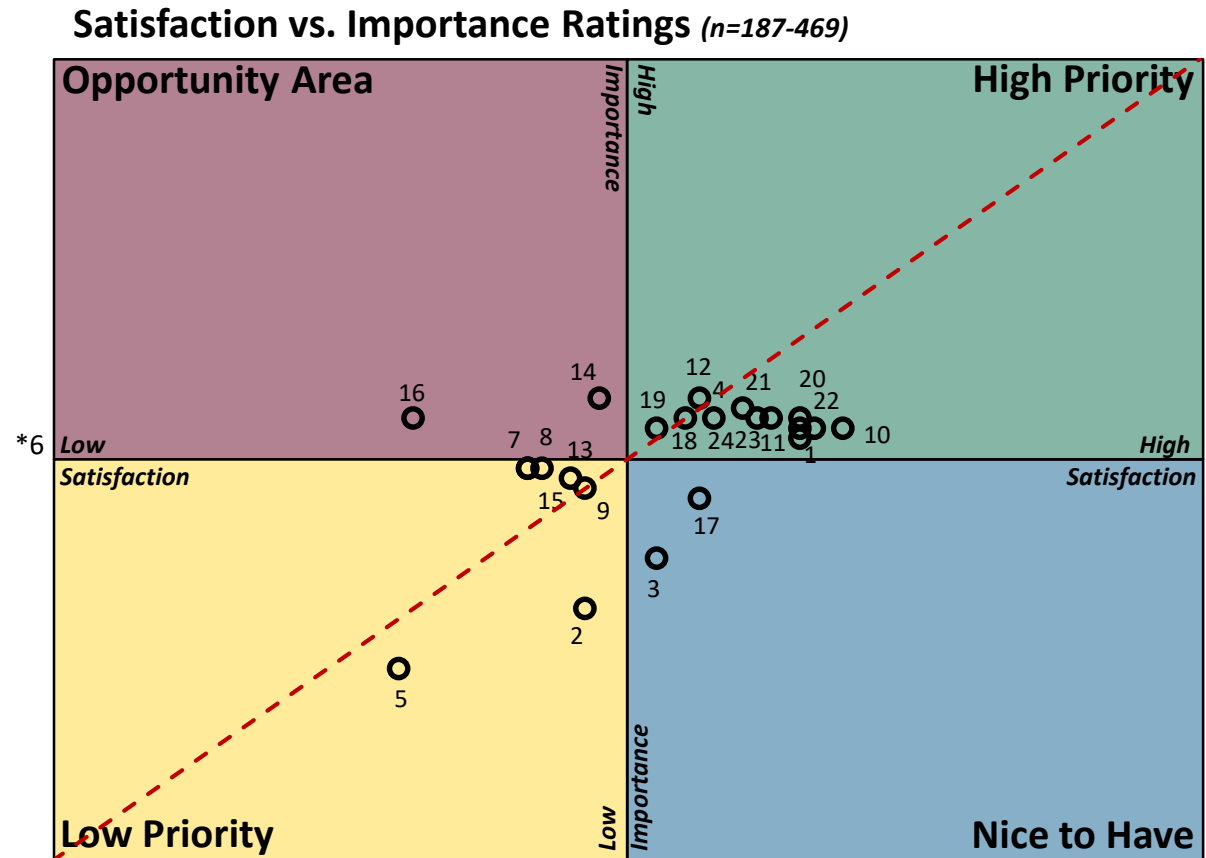


Gap Analysis: Mukilteo/Clinton - 2017



Mukilteo/Clinton Opportunity Areas: Adequate parking near terminals (6) and loading crews providing clear directions (16) are the key opportunity areas. While not considered as high of a priority, ease of loading and unloading (7) and passenger loading efficiency (8) are underperforming.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals*
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

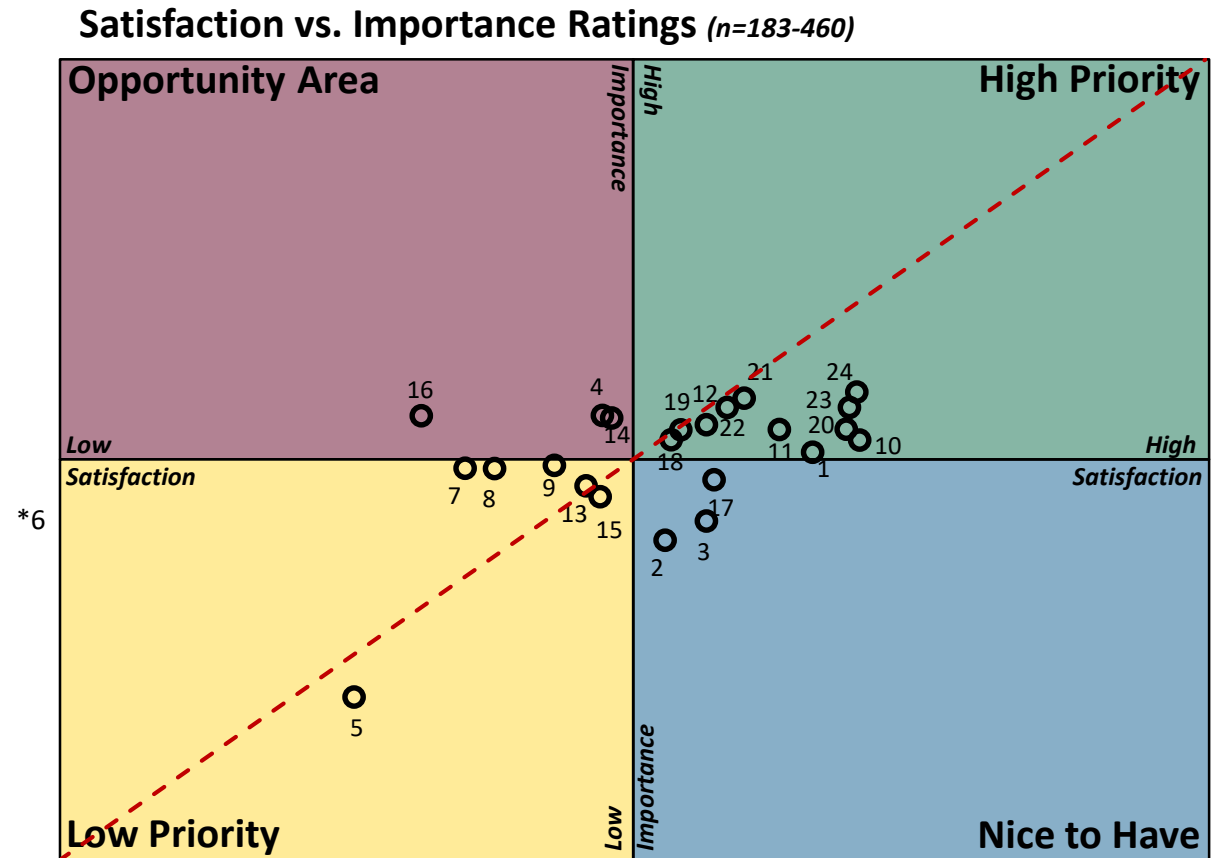


Gap Analysis: Mukilteo/Clinton - 2016



2016 Mukilteo/Clinton Opportunity Areas: Loading crews providing clear directions is the key opportunity area. While not considered as high of a priority, ease of loading and unloading as a walk-on and passenger loading efficiency are underperforming.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals*
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful



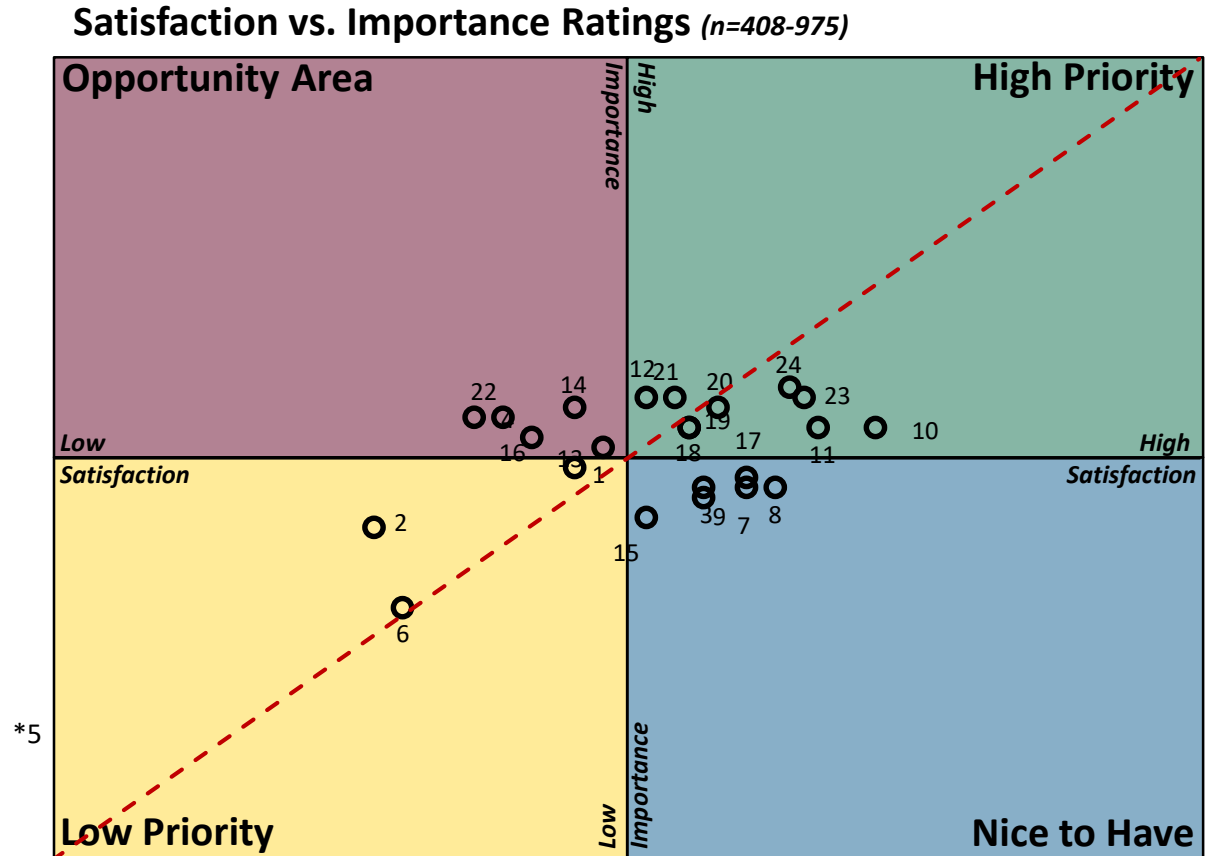
* 6 is outside of displayed graph area.

Gap Analysis: Anacortes/San Juan Islands - 2018



Anacortes/San Juan Islands Opportunity Areas: The attributes have changed little since 2017. Well maintained vessels (22), terminal bathrooms clean (4) and loading crews provide clear directions (16) remain the key opportunity areas. Of lesser importance but still underperforming is transit schedule coordination (5).

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated*
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful



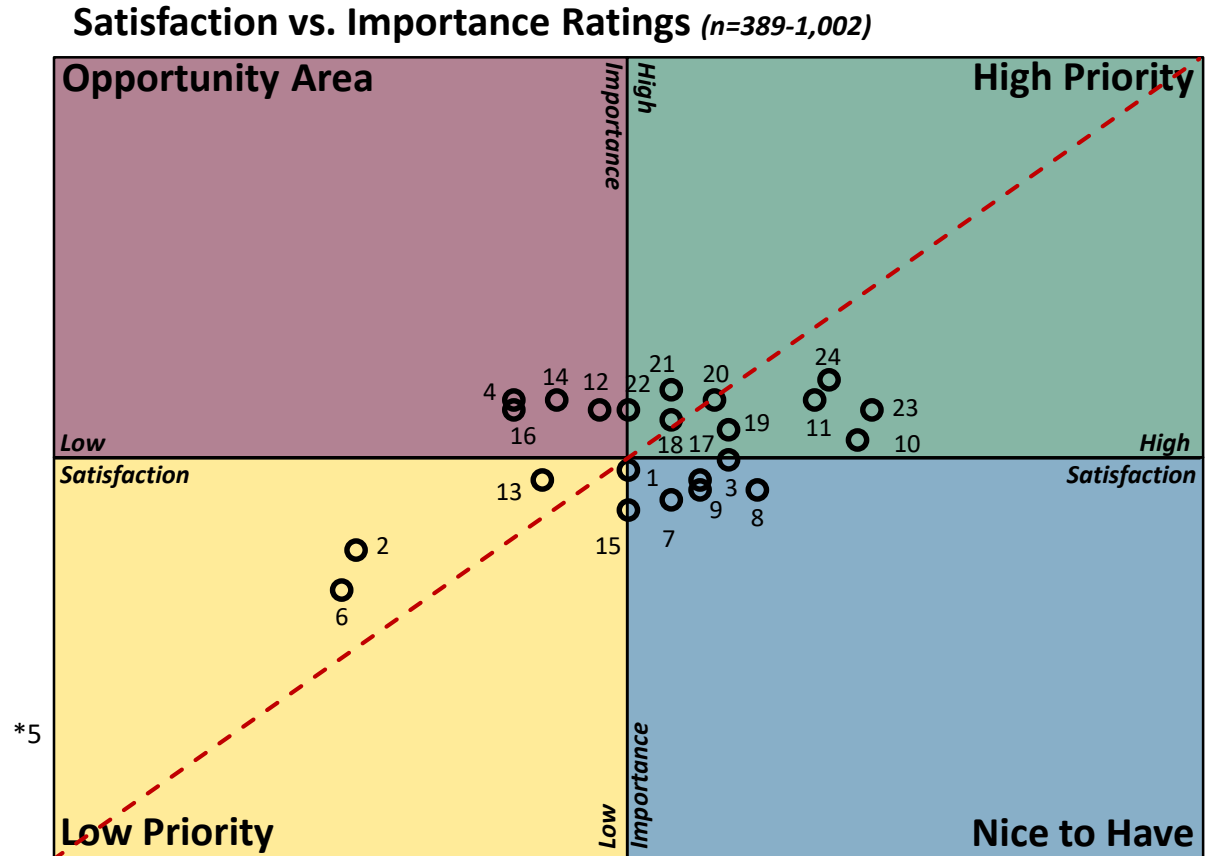
* 5 is outside of displayed graph area.

Gap Analysis: Anacortes/San Juan Islands - 2017



Anacortes/San Juan Islands Opportunity Areas: Terminal bathrooms clean (4) and loading crews provide clear directions (16) are the key opportunity areas, followed by efficiency of loading procedures (14). Of lesser importance but still underperforming are transit schedule coordination (5), terminal comfortability (2) and adequate terminal parking (6).

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated*
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

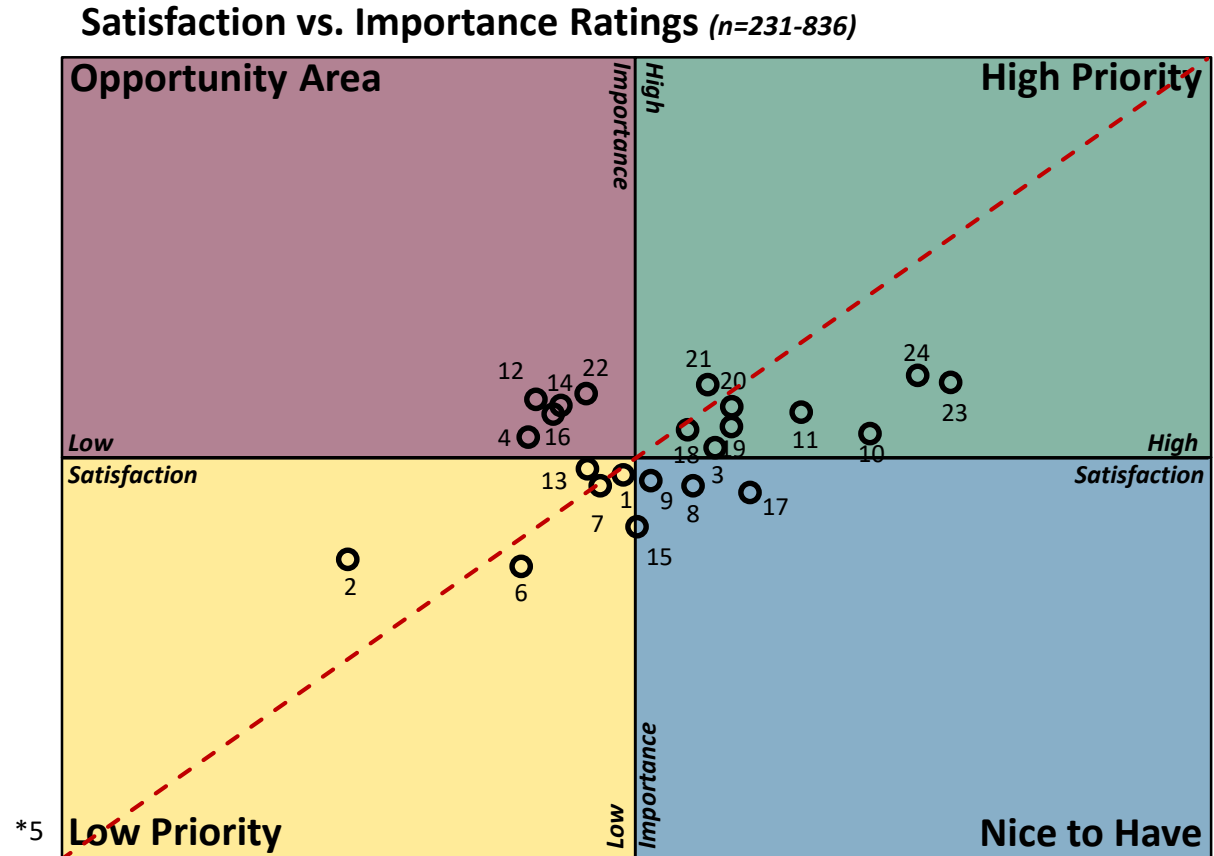


Gap Analysis: Anacortes/San Juan Islands - 2016



2016 Anacortes/San Juan Islands Opportunity Areas: *There is no one area that pops out as the key opportunity area. Efficiently processing vehicles is a key opportunity area, followed by terminal bathroom cleanliness, efficiency of loading procedures, clear loading crew directions and vessel maintenance are potential areas to improve.*

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated*
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful



* 5 is outside of displayed graph area.

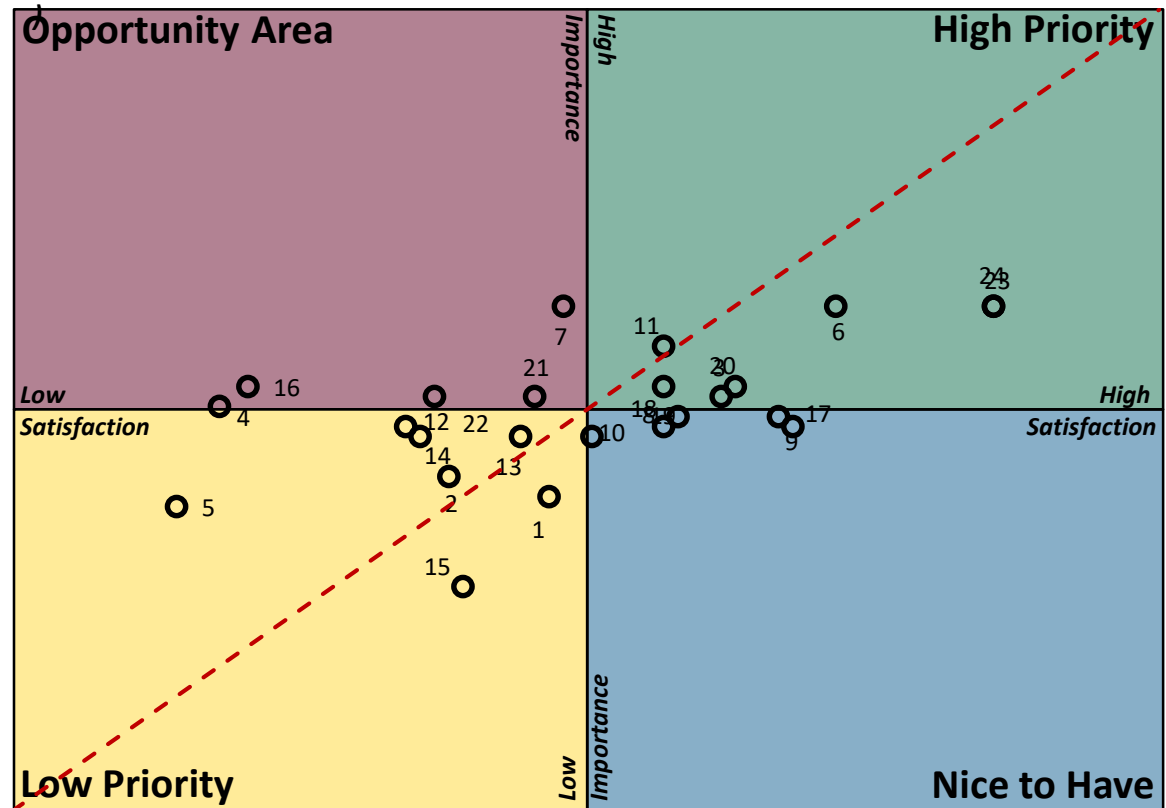
Gap Analysis: San Juan Interisland - 2018



San Juan Interisland Opportunity Areas: Clear loading crew directions (16), terminal bathroom cleanliness (4) and well maintained vessels (22) remain the biggest opportunity areas followed by coordination with transit schedules (5).

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated*
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=34-60)



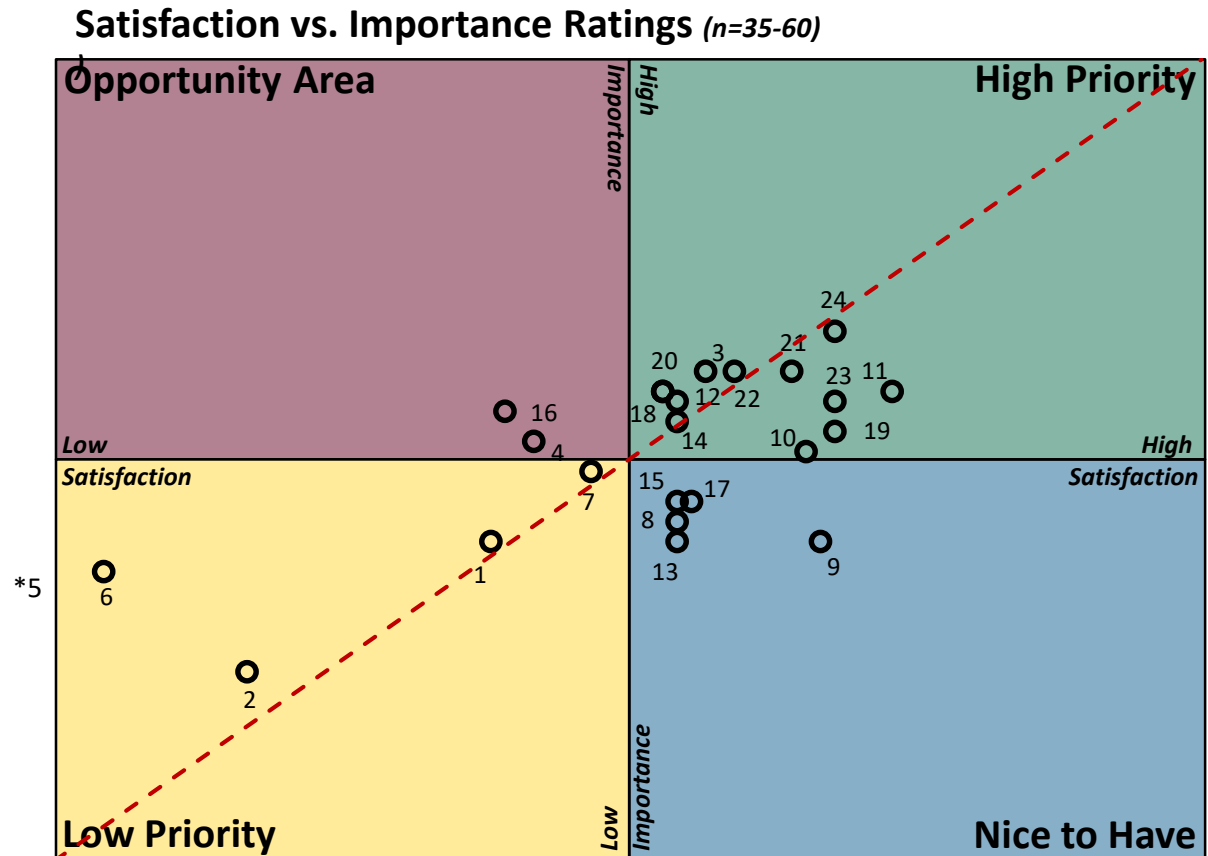
* 5 is outside of displayed graph area.

Gap Analysis: San Juan Interisland - 2017



***San Juan Interisland Opportunity Areas:** Clear loading crew directions (16) and terminal bathroom cleanliness (4) are the biggest opportunity areas followed by adequate parking near terminal (6).*

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated*
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful



* 5 is outside of displayed graph area.

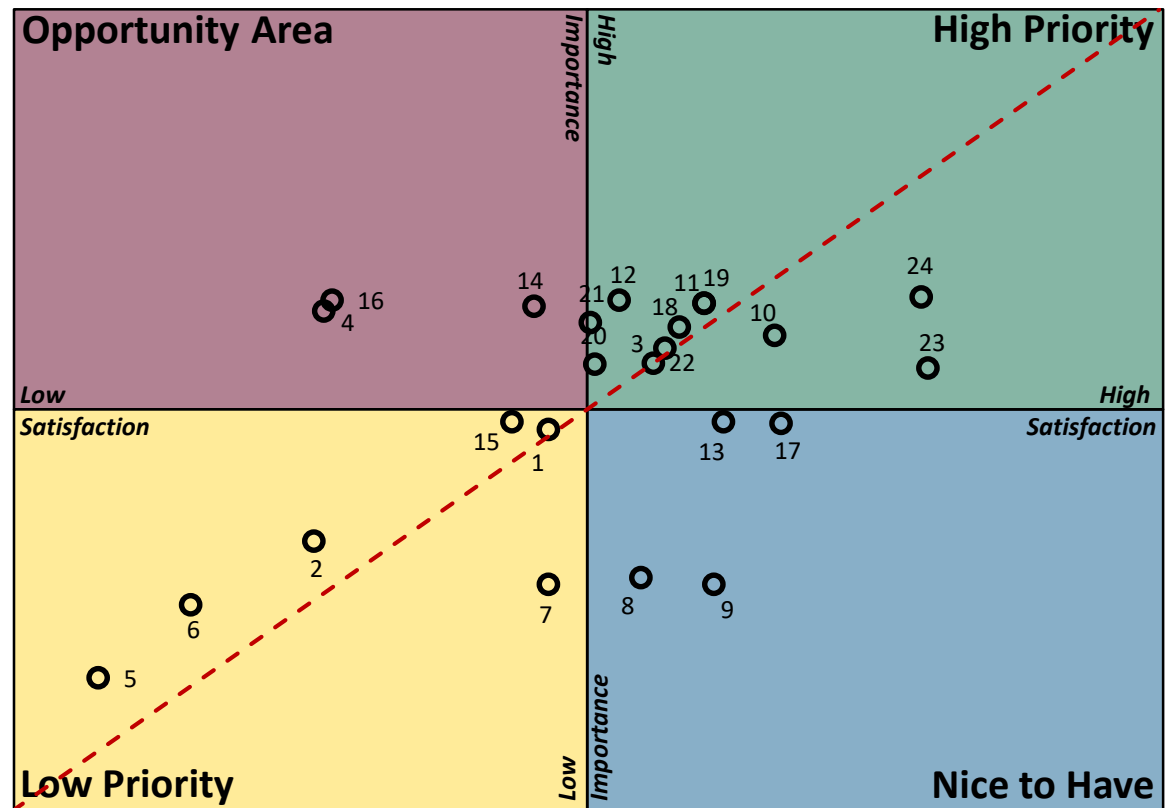
Gap Analysis: San Juan Interisland - 2016



2016 San Juan Interisland Opportunity Areas: Clear loading crew directions and terminal bathroom cleanliness are the biggest opportunity areas followed by efficiency of loading procedures.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=33-63)



Terminals Clean and Well Maintained



*Dissatisfaction continues to be highest for Seattle/Bremerton (15%) and Seattle/Bainbridge (18%) * over 2017. The vast majority of that dissatisfactions for the Seattle terminal.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		2122	514	178	46	196	192	80	18	103	293	456	41
The terminals are clean and well maintained	Imp. (4-5)	93%	94%	94%	91%	93%	92%	91%	97%	94%	94%	90%	81%
	Sat. (4-5)	67%	52%	58%	67%	75%	84%	86%	94%	83%	87%	67%	69%
	Dissat. (1-2)	9%	18%	15%	2%	3%	2%	3%	0%	0%	1%	4%	0%
2017	Dissat.	8%	13%	13%	2%	2%	2%	0%	0%	1%	3%	8%	7%
Change	Dissat.	+1	+5	+2	-	+1	-	+3	-	-1	-2	-4	-7

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)											
Seattle	82%	Anacortes - This terminal needs a wrecking ball. Here you have the potential for a beautiful terminal in a fantastic location; but do we? Heck no! We have this ancient dump on the wrong side of the site tucked into an almost inaccessible location.											
Bremerton	6%	Anacortes - The Anacortes restrooms in the ferry lanes are an absolute disgrace to our ferry system, WA state tourism and our nation for out of country visitors. Very dirty due to lack of sufficient staffing.											
Fauntleroy	3%	Seattle - I am very disappointed in how WSF has decided to handle the restrooms in what I am assuming is an attempt to reduce their use by those without homes. The restroom stall door cut out is not just an invasion of privacy for those who are there for short term.											
Anacortes	2%	Seattle - The men's bathrooms at the Seattle terminal perpetually smell like urine! They are disgusting! Keep the homeless and drug addicts out of the bathrooms.											
Mukilteo	1%	Seattle - The Seattle terminal is old and not particularly functional. It's also a campground for the homeless. Areas for sitting are very limited and uncomfortable. At least one of the ticket machines is always out of order. The whole terminal feels worn.											
		Seattle, Bremerton - Every single time I ride the ferry there is always something I see at each terminal that can be fixed. IE Bremerton Chairs are always broken, paint is peeling, homeless people are everywhere making more of a mess and harassing people.											

Attribute Key Code - 1
Overall Gap Analysis:
Nice To have Area

The Terminals are Comfortable



Dissatisfaction continues to be the highest in Seattle/Bainbridge (35%) followed by Seattle/Bremerton (28%) for terminals are comfortable. The vast majority of that dissatisfaction for the Seattle terminal.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		2122	514	178	46	196	192	80	18	103	293	456	41
The terminals are comfortable (seating, temperature, etc.)	Imp. (4-5)	84%	87%	90%	78%	81%	83%	78%	77%	80%	81%	84%	83%
	Sat. (4-5)	46%	33%	23%	62%	54%	51%	72%	60%	63%	74%	53%	62%
	Dissat. (1-2)	23%	35%	28%	22%	17%	15%	8%	20%	6%	8%	15%	10%
2017	Dissat.	17%	22%	26%	18%	16%	11%	7%	0%	2%	8%	18%	10%
Change	Dissat.	+6	+13	+2	+4	+1	+4	+1	+20	+4	-	-3	-

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals	
Seattle	75%
Bainbridge	12%
Fauntleroy	12%
Vashon	6%
Kingston	5%

Example of Verbatim Complaints – (complete sorted verbatims in separate document)

Anacortes - The terminals are not user friendly. I have watched visitors who were confused and frustrated by not being able to either get service (due to staff cut backs) or not able to easily see instructions. So embarrassing.

Anacortes - That terminal should have been replaced years ago. Uncomfortable seating. Drafty. Unpleasant atmosphere. Poor lighting. Overall very unpleasant, out-dated, and depressing.

Seattle - holding/waiting area chairs are incredibly uncomfortable and not conducive to either privacy or socializing. Sometimes you are stuck there for an hour waiting, especially at night when you're also tired.

Seattle - The reduction of tables, chairs and general seating which is an obvious attempt to run people without homes out of the ferry terminal is troubling. Not only are the signs indicating areas restricted only to ticketholders unfriendly to those who do ride

Seattle - is pretty limited and not very comfortable nor particularly clean and the terminal is not well-heated. Waiting more than 20 minutes at night in the winter at Colman Dock is a pretty big bummer.

Fauntleroy - Come on. The terminal is very small and way past outdated. Very uncomfortable seating, bathroom is small and always a mess. The exit through turnstiles door is always open, making it cold and uncomfortable in the terminal.

Fauntleroy - The seating in this terminal is very uncomfortable for my bad back, and when walking on my back is already cranky from carrying bags. I would prefer a variety of bench styles so people could choose.

Attribute Key Code - 2
Overall Gap Analysis:
Low Priority Area

Terminal Staff Helpful, Competent, Knowledgeable



Dissatisfaction is essentially the same for all routes at 5-10% with the Seattle terminal being mentioned more often as being where the unsatisfactory experience occurred.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		2122	514	178	46	196	192	80	18	103	293	456	41
Terminal staff is helpful, competent and knowledgeable	Imp. (4-5)	86%	86%	82%	96%	82%	89%	85%	67%	85%	91%	88%	92%
	Sat. (4-5)	74%	68%	70%	65%	79%	80%	88%	85%	72%	81%	76%	82%
	Dissat. (1-2)	7%	8%	10%	20%	4%	5%	5%	12%	1%	6%	5%	8%
2017	Dissat.	8%	8%	18%	6%	5%	4%	3%	0%	4%	5%	6%	11%
Change	Dissat.	-1	-	-8	+14	-1	+1	+2	+12	-3	+1	-1	-3

**Among those routes that have a substantial number of respondents.*

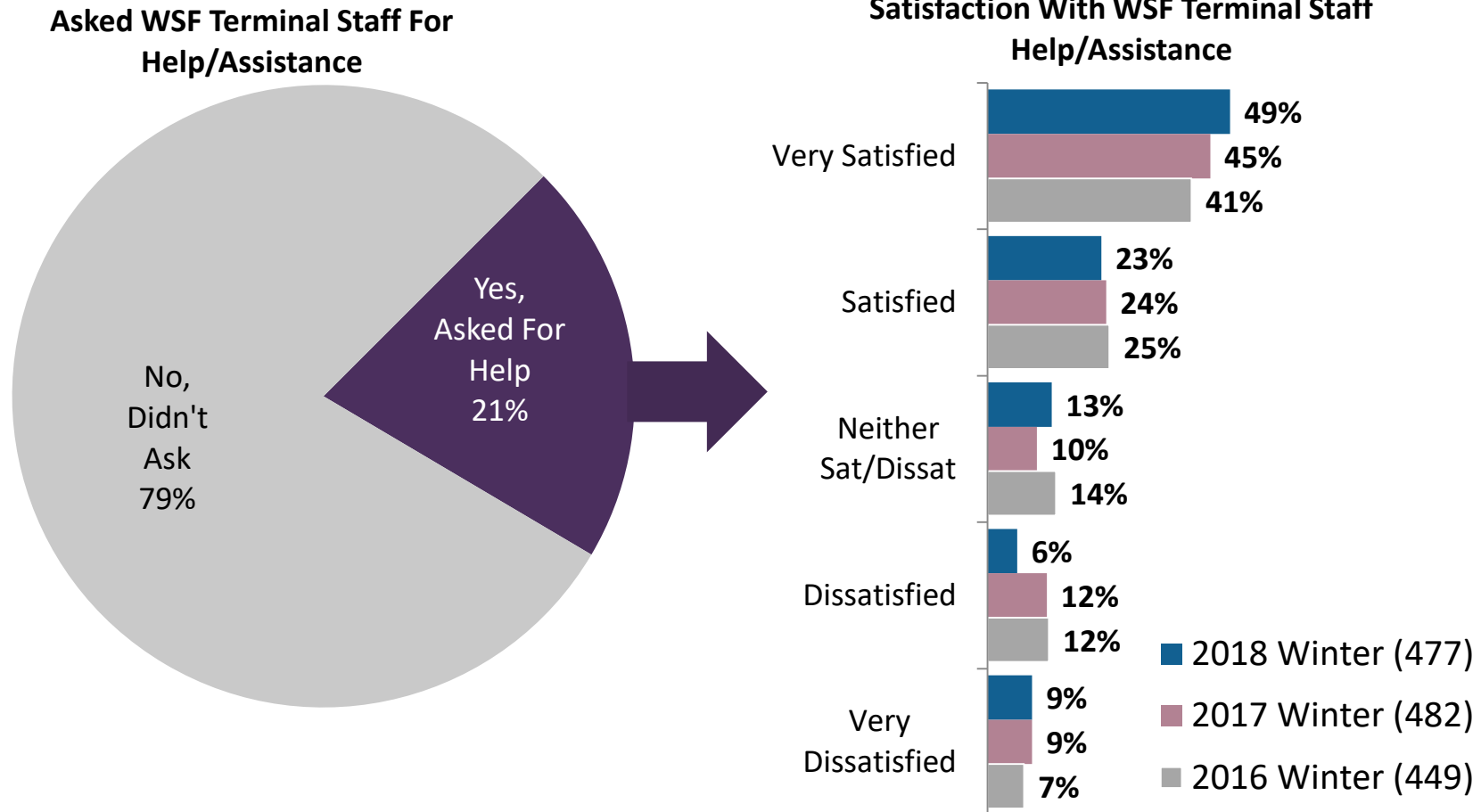
Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)											
Seattle	57%	Fauntleroy, Vashon - General grumpiness and poor behavior makes me think the staff are not treated well.											
Vashon	11%	Fauntleroy, Vashon - Rude, dismissive employees (especially in the toll/ticketing booths). Unclear directions from dock staff and ferry deck hands. Not all employees are like this, many are even downright friendly and helpful (ie Bruce @ Fauntleroy, and Patty @ Vashon).											
Clinton	9%	Seattle - Certain staff appear to find genuine satisfaction in exercising authority over patrons. For example, when verifying payment of a fare, staff will not politely ask for verification, but will address riders difficulty using the extremely confusing scanners											
Fauntleroy	8%	Seattle - Chronically rude, unable to answer even simple questions, slow, unhelpful when dealing with special situations (Orca activations, youth tickets, etc.).											
Bainbridge	6%	Seattle - the staff at the turnstiles are not very professional. A couple of them refuse to open both doors after the turnstiles so that there are hundreds of us going through one door.											
		Seattle - The ticket sellers are obviously unhappy people. I have rarely received a smile with a purchase. And they are often downright grumpy.											
		Bainbridge - terminal's dock crew constantly directs vehicle traffic through the bike lane at the dog-leg corner where the dock narrows. This creates conflict situations between bikes and cars.											

Attribute Key Code - 3
Overall Gap Analysis:
Nice To have Area

Help/Assistance From Terminal Staff



A little less than one in four riders have asked the terminal staff for help (23%) and most (72%) say they are satisfied with the assistance they received. Just one in five (21%) were dissatisfied with the terminal staff performance.



Q100. Did you specifically ask a WSF terminal staff member for help/assistance during the Winter period (January 7th through March 31st 2018)?

Q101. How satisfied were you with the help/assistance the WSF terminal staff member gave you?

Terminal Bathrooms Clean & Well Maintained



Dissatisfaction is highest for Seattle/Bainbridge (35%) and Seattle/Bremerton (32%) followed by Anacortes/San Juan (13%) and Edmond/Kingston (11%). The Seattle terminal continues to receive the vast majority of negative mentions.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		2122	514	178	46	196	192	80	18	103	293	456	41
The bathrooms in the terminals are clean and well maintained	Imp. (4-5)	96%	96%	96%	99%	95%	97%	92%	100%	97%	96%	93%	90%
	Sat. (4-5)	55%	37%	20%	81%	71%	79%	79%	67%	83%	78%	64%	46%
	Dissat. (1-2)	21%	35%	32%	13%	11%	7%	3%	3%	1%	7%	13%	18%
2017	Dissat.	20%	30%	35%	20%	13%	7%	6%	0%	5%	8%	15%	12%
Change	Dissat.	+1	+5	-3	-7	-2	-	-3	+3	-4	-1	-2	+6

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals	
Seattle	82%
Bremerton	11%
Edmonds	4%
Anacortes	4%
Bainbridge	4%

Example of Verbatim Complaints – (complete sorted verbatims in separate document)

Anacortes - The toilets are clean at the terminal but they are cramped, cold and really need to be overhauled, just as the whole terminal needs attention.

Bremerton - The bathroom always stinks like someone has been smoking pot in it overnight. Also one or more of the stalls has been closed due to vandalism quite a bit. Lately a guard has been on duty in the terminal so it hasn't been as bad.

Edmonds - Bathrooms are frequently dirty, toilets dirty and no towels to dry your hands, just the useless air dryers.

Fauntleroy - No noticeable heat. Women's bathroom door always propped open and the men's is always closed. Not a comfortable feeling that everyone in the lobby can hear your personal business (females) and males personal business remains personal.

Mukilteo - The bathrooms always always always smells like there is a pool of urine in there. Summertime when the window is open and the fan is supposed to be on it smells. Winter time with the windows closed it smells. It just always smells awful in there.

Point Defiance - Reopen and maintain the bathrooms! It is ridiculous there is no restroom at the terminal. Porta Potties are not acceptable for such a public use area.

Seattle - This is all being improved so really at this point doesn't matter, but the Seattle bathrooms are filthy and scary and I hate to have use them and mostly will wait till I'm on the ferry

Seattle - Paper towels and water all over the place. Filled toilets. In general, I avoid the Seattle terminal restroom unless absolutely necessary. Other terminal bathrooms are generally satisfactory.

Attribute Key Code - 4
Overall Gap Analysis:
Opportunity Area

Sailing Schedule Coordinated w/Transit



Dissatisfaction is highest for Anacortes/San Juan Island (36%) followed by Seattle/Bremerton (25%). All routes (except Seattle/Bainbridge (7%) and Port Townsend/Coupeville (5%) received double digit dissatisfaction scores.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		1786	498	179	44	198	149	61	15	53	255	291	43
WSF sailing schedule is adequately coordinated with transit services available at the terminal	Imp. (4-5)	69%	67%	65%	67%	60%	87%	79%	100%	73%	72%	75%	80%
	Sat. (4-5)	51%	58%	42%	47%	47%	59%	34%	36%	63%	55%	26%	43%
	Dissat. (1-2)	14%	7%	25%	27%	15%	15%	13%	26%	5%	12%	36%	15%
2017	Dissat.	13%	10%	13%	23%	19%	13%	18%	0%	2%	6%	36%	44%
Change	Dissat.	+1	-3	+12	+4	-4	+2	-5	+26	+3	+6	-	-29

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)	
Seattle	42%	Anacortes - 1. Poor coordination with airport shuttle; 2. First ferry of the morning from Orcas gets in too late to catch Amtrak in Mt Vernon although Lopez and Friday Harbor generally do; 3. Only fair coordination with transit.	
Fauntleroy	13%	Anacortes - Air porter to/ from SeaTac schedule does not change, but ferry schedule does. Sometimes the schedule is convenient, while other times it is VERY inconvenient. It would be nice to coordinate with them.	
Bremerton	11%	Bremerton - Ferry arrives in Bremerton at 3:50PM. Kitsap Transit buses designated as 'ferry take home' sit at the ferry terminal until 4:05. Other 'ferry take home' for the later ferry runs leave the terminal as soon as the walk off ramps are clear.	
Anacortes	9%	Bremerton - I use Kitsap Transit bus #24 to/from the ferry terminal in Bremerton. Some times the bus is scheduled to meet and leave the terminal at the exact time the ferry is scheduled to arrive, so causing me to have to wait an hour to catch the next one.	
Mukilteo	8%	Fauntleroy - Coordination with the c line bus to downtown from Fauntleroy is poor. Bus is often seen leaving the stop during the passenger unloading process requiring up to a 25 minute wait on weekends for the next bus.	
Attribute Key Code - 5 Overall Gap Analysis: Low Priority Area		Seattle - the Chimacum is ALWAYS late- ALWAYS! People cannot consistently show up late for work, and it is unreasonable to have to take the earlier ferry just because a crew cannot keep a schedule.	
		Seattle - The ferry arrives with barely enough time for me to make the 550 bus in the bus tunnel. If we are late, or passengers are slow unloading I miss it. Although this bus runs every ten minutes, traffic ten minutes later makes me 20-30 minutes later to work.	

Adequate Parking Near Terminals



Dissatisfaction is highest for Mukilteo/Clinton (57%) and Fauntleroy/Vashon (55%) followed by Seattle/Bremerton (30%). All routes (except San Juan Inter-Island performed poorly on adequate parking near terminal.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		1786	498	179	44	198	149	61	15	53	255	291	43
There is adequate parking near the terminals	Imp. (4-5)	77%	72%	72%	85%	83%	76%	88%	96%	88%	86%	76%	100%
	Sat. (4-5)	39%	44%	47%	35%	48%	17%	26%	51%	48%	19%	55%	89%
	Dissat. (1-2)	30%	19%	30%	41%	20%	55%	23%	29%	30%	57%	10%	0%
2017	Dissat.	30%	19%	24%	34%	25%	45%	17%	46%	43%	58%	20%	10%
Change	Dissat.	-	-	+6	+7	-5	+10	+6	-17	-13	-1	-10	-10

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)	
Seattle	24%	Bainbridge - The upper parking lot (the cheap one) is cramped and hard to get in and out of. The concrete is broken and needs repair.	
Mukilteo	23%	Bainbridge - The lots are full after the 11:30am sailing. There is then NOWHERE legal to park.	
Bainbridge	18%	Clinton - There is a long walk down - or, when returning, up - a steep hill to get to the nearest public parking lot.	
Fauntleroy	17%	Clinton - The pay parking at the Clinton terminal went up-- there is no where reasonably close to park and it is difficult to meet and pick up passengers off the ferry.	
Bremerton	15%	Coupeville, Mukilteo - Not enough spaces to leave your car on the Coupeville ferry side. It used to be possible to leave a car on the receiving end and not have to wait in ferry lines on the Mukilteo ferry. All the good parking is gone from Mukilteo.	
		Edmonds - There is nominal parking for ferry riders and the cost is high. Sounder has free parking and has taken over the majority of parking within a reasonable distance.	
		Mukilteo - Specifically, because there is NO parking at Mukilteo. Family members who wanted to come to our house for Easter had to cancel because the lines were so long and there was NO PARKING ANYWHERE.	
		Seattle, Bainbridge - There's nothing there. What there is, is outrageously expensive. On Bainbridge, there's a sea of spaces, all full, and again, much too expensive considering how terrible the options for public transportation are.	

Attribute Key Code - 6
Overall Gap Analysis:
Low Priority Area

Easy Loading/Unloading for Walk-on



Dissatisfaction is highest for Mukilteo/Clinton (12%), Seattle/Bainbridge (11%) and Seattle/Bremerton (10%). Seattle and Bainbridge terminals are cited most often.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		1786	498	179	44	198	149	61	15	53	255	291	43
WSF provides easy loading and unloading for walk-on passengers	Imp. (4-5)	91%	93%	94%	67%	87%	90%	86%	100%	90%	93%	88%	100%
	Sat. (4-5)	74%	68%	76%	73%	82%	85%	78%	87%	87%	66%	79%	70%
	Dissat. (1-2)	9%	11%	10%	3%	3%	6%	16%	9%	5%	12%	4%	9%
2017	Dissat.	9%	12%	8%	6%	4%	4%	2%	12%	4%	14%	6%	10%
Change	Dissat.	-	-1	+2	-3	-1	+2	+14	-3	+1	-2	-2	-1

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)											
Seattle	58%	Bainbridge - too long a walk with packages at the Bainbridge terminal.											
Bainbridge	26%	Bermerton - Crazy bottleneck ramp with a Z-shaped pathway, often a steep step onto the ramp from the boat, so people with wheeled objects (rolling bags, wheelchairs, strollers) get stuck and the crowd makes it hard.											
Mukilteo	15%	Fauntleroy, Vashon - There is virtually no regard whatsoever given to bicyclists at these ferry docks. There is nowhere we are allowed to ride except in the auto traffic lanes, and generally cars and motorcycles begin unloading while bicyclists unloading.											
Bremerton	13%	Mukilteo - many times walk-ons struggle up the roadway and simply do not use the passenger gate when they come to it but keep on walking up the roadway while all vehicle s are waiting to get off.											
Clinton	12%	Orcas - Walkers have to stand in the pollution of disembarking cars and trucks to walk-on the ferry at the proper time. It used to be that embarking walk-ons could walk on as the disembarking ones walked off. That was far more pleasant and efficient.											
		Seattle - The time it takes to unload walk on passengers seems excessive. Cars are often driving off before the staff has the gates open and plank lowered.											
		Seattle - The ticket scanning process is insufferable; the ramp is too small and there is a choke point before the boat ramp. There is nothing easy about loading from Seattle.											
		Seattle - The terminal, which is in the process of being replaced, turns into a mob scene where you can't easily get to the luggage gate, and if you sit to wait, then you have to push into a crowd when the ferry arrives.											

Attribute Key Code - 7
Overall Gap Analysis:
High Priority Area

Passenger Loading Efficiency



Dissatisfaction is highest for Seattle/Bremerton (13%) and Seattle/Bainbridge (11%). The Seattle and Bainbridge terminals are cited most often.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		1786	498	179	44	198	149	61	15	53	255	291	43
WSF walk-on passenger loading procedures are efficient	Imp. (4-5)	90%	92%	95%	69%	85%	89%	88%	96%	93%	94%	88%	89%
	Sat. (4-5)	71%	66%	72%	70%	80%	84%	72%	66%	87%	65%	81%	78%
	Dissat. (1-2)	9%	11%	13%	6%	3%	6%	12%	0%	3%	9%	4%	0%
2017	Dissat.	10%	14%	11%	11%	4%	4%	4%	0%	4%	16%	9%	6%
Change	Dissat.	-1	-3	+2	-5	-1	+2	+8	-	-1	-7	-5	-6

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals	
Seattle	55%
Bainbridge	25%
Bremerton	16%
Fauntleroy	10%
Mukilteo	10%

Example of Verbatim Complaints – (complete sorted verbatims in separate document)

Bremerton - The car deck is often half unloaded by the time the ramp is lowered at the Bremerton terminal. I understand the need for safety, but if the bikes and cars can exit the boat, why can't the passengers?

Clinton - Boat parked at #2 slip, walk-ons must cross busy hold parking lot, stand out in cold and rain with no shelter waiting to board. Can be slippery when below freezing.

Fauntleroy, Southworth - Running on/off the boats in front of vehicle traffic is not efficient. If we had overhead loading like the other terminals, passengers could load/unload at the same time as vehicle traffic...efficient. And safer!

Mukilteo - passenger holding areas are not adequate and timing of loading varies widely depending on crew. When walk-on traffic is high, additional holding space beside the road-bed could be used but seldom is.

Seattle - turnstyles need to be closer to the ticket booths so that passengers can go through them before loading begins. Furthermore, the restriction to two abreast 'for counting purposes' is extremely inefficient and idiotic.

Seattle - too many people push and shove ... the gate near the boat slows people down when walk ons have already been electronically counted.

Seattle - Ticket scanning should happen before queuing for loading (earlier in the terminal) to eliminate this constant bottleneck. Ticket scanners need to be improved to be more intuitive and reliable.

Attribute Key Code - 8
Overall Gap Analysis:
Low Priority Area

Passenger Unloading Efficiency



Dissatisfaction is low on all routes, except Seattle/Bainbridge (13%) and Mukilteo/Clinton (12%). The Seattle and Bainbridge terminals are cited most often*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		1786	498	179	44	198	149	61	15	53	255	291	43
WSF walk-on passenger unloading procedures are efficient	Imp. (4-5)	90%	93%	92%	66%	85%	88%	89%	96%	94%	95%	87%	89%
	Sat. (4-5)	73%	67%	77%	71%	81%	86%	39%	88%	88%	70%	76%	85%
	Dissat. (1-2)	9%	13%	7%	3%	1%	5%	15%	0%	1%	12%	6%	2%
2017	Dissat.	8%	12%	7%	8%	1%	4%	1%	0%	3%	10%	13%	6%
Change	Dissat.	+1	+1	-	-5	-	+1	+14	-	-2	+2	-7	-4

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals	
Seattle	50%
Bainbridge	33%
Mukilteo	16%
Bremerton	12%
Clinton	10%

Attribute Key Code - 9
Overall Gap Analysis:
Nice To have Area

Example of Verbatim Complaints – (complete sorted verbatims in separate document)
Bainbridge - It would be nice if the ferry would make an announcement that people who need to catch express buses should line up first to exit the ferry. Right now it's a free-for-all and way too crowded during the exit.
Bainbridge - It just has to do with the crushing volume of people trying to get off the boat at once. It would be great if there was more than one walk-off ramp, especially during commute hours.
Mukilteo - Last trip, I was a bit late getting to the bow of the boat so I had to find a place to stash myself aboard ship as cars speeded by to get off. Then told by WSF staff to wait for cars. Desperately need a pedestrian walk on-walk off bridge.
Mukilteo - difficult with small children. Need to hold hands and be quick.
Seattle - Lack of hydraulic ramp. VERY SLOW process to move gangplank into place by ferry workers. VERY SLOW moving.
Seattle - I've had to wait almost every morning mid-depart because the ramp needs to be adjusted. I don't understand why they can't position the slip 2 ramp the first time. I've been arriving to work on average about 5 minutes later every day.
Seattle - It's frustrating to get herded up to the front by the coast guard mandated sweep when the line to get off is still backed up to the galley. The workers are getting very pushy.

Passenger Walkway is Comfortable and Safe



*Dissatisfaction is highest for Mukilteo/Clinton (18%) and Seattle/Bremerton (10%) *. The Seattle, Bainbridge and Mukilteo terminals are cited most often.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		1786	498	179	44	198	149	61	15	53	255	291	43
The terminal to vessel passenger walkway is comfortable and safe	Imp. (4-5)	90%	92%	91%	71%	90%	84%	97%	74%	95%	92%	87%	89%
	Sat. (4-5)	67%	63%	70%	64%	77%	76%	37%	84%	83%	60%	73%	68%
	Dissat. (1-2)	9%	9%	10%	3%	5%	2%	15%	0%	6%	18%	5%	11%

**Among those routes that have a substantial number of respondents. This is a new attribute asked in 2018 only.*

Top 5 Unsatisfactory Terminals	
Seattle	50%
Bainbridge	26%
Mukilteo	25%
Clinton	13%
Bremerton	11%

Example of Verbatim Complaints – (complete sorted verbatims in separate document)

Bainbridge - It is too steep for those with disabilities or w/o the ability to keep the speed with the other passengers' pace. The levelers need brighter and wider markings.

Bainbridge - It's old, cold, and ugly. Rickety. Unwelcoming. As long as it works, that's what's important, though. It's just starting to look kind of . . . historic. Not like the New Bainbridge at all.

Mukilteo - Getting infant/toddler Grandkids down the terminal steps and over the car-deck 'flappers' is sometimes challenging with two small children and/or stroller.

Mukilteo - It's such a small terminal and gets packed, standing outside is stinking cold this time of year.

Seattle - walkway is narrow and cramped. When trying to get off ferry in order to possibly catch a bus, you get behind passengers who are slow.

Seattle - Sometimes it feels like you could step right through the walkway on the Seattle side.

Special Question
Asked in Winter 2018

Toll Booth Staff is Friendly



Dissatisfaction continues to be low on all routes.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3189	524	174	80	351	257	127	18	127	517	954	60
WSF toll booth staff is friendly, courteous and polite	Imp. (4-5)	90%	89%	85%	83%	85%	94%	89%	91%	100%	92%	94%	88%
	Sat. (4-5)	87%	85%	90%	88%	88%	76%	88%	95%	97%	92%	88%	77%
	Dissat. (1-2)	3%	3%	1%	2%	3%	7%	3%	2%	1%	1%	5%	5%
2017	Dissat.	4%	5%	6%	2%	2%	4%	4%	0%	4%	3%	4%	2%
Change	Dissat.	-1	-2	-5	-	+1	+3	-1	+2	-3	-2	+1	+3

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)											
Seattle	27%	Anacortes - Last trip we were directed to the wrong lane and loaded on a ferry going to the wrong island had to wait hours to get to our original destination. All we got was a shrug and NO apologies. Yet we wasted half a day. Sorry and a free pass would have helped.											
Fauntleroy	27%	Anacortes - Many toll booth agents give the impression that they don't like their jobs.											
Edmonds	13%	Edmonds - Very grumpy man at Edmonds, hates to take cash from you...his comments are rude...always try to look ahead to avoid him ... we always pay with cash and the majority of booth staff are VERY SLOW at making change.											
Bainbridge	10%	Fauntleroy - I asked when the ferry was loading (the time) ... and he said 'well, I am facing the other direction. You are looking at the ferry.' (because my car was facing the dock and he faces the street at Fauntleroy. I am NEW to commuting on the ferry.											
Kingston	10%	Kingston - They are so unfriendly, rarely ever even saying hi or letting you know if you're going to make the next ferry. Some the most crusty people there. I don't dare even ask them a question.											
		Mukilteo - Attendants are sometimes rude, reading a book and seem irritated by serving the public.											
		Seattle - Not helpful. I don't often take a vehicle on the ferry. They aren't helpful when I hand multiple orca cards over for passengers and when I pay for the vehicle and driver together. They act like it's not their job.											
		Seattle - Rude, slow, no customer service skills, no sense of urgency.											

Attribute Key Code - 10
Overall Gap Analysis:
Nice To have Area

Buying Tickets is Easy and Quick



Dissatisfaction is highest for Fauntleroy/Vashon (21%). Dissatisfaction has increased the most on the Point Defiance/Tahlequah route. Fauntleroy continues to be the most cited terminal for this aspect dissatisfaction.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3189	524	174	80	351	257	127	18	127	517	954	60
WSF makes buying tickets easy and quick	Imp. (4-5)	95%	96%	96%	99%	95%	96%	91%	91%	98%	95%	94%	96%
	Sat. (4-5)	81%	83%	81%	63%	87%	55%	81%	77%	92%	88%	84%	77%
	Dissat. (1-2)	6%	4%	4%	22%	3%	21%	7%	13%	1%	2%	6%	5%
2017	Dissat.	6%	5%	1%	0%	3%	23%	7%	28%	4%	4%	5%	2%
Change	Dissat.	-	-1	+3	+22	-	-2	-	-15	-3	-2	+1	+3

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals	
Fauntleroy	56%
Seattle	16%
Bainbridge	12%
Kingston	7%
Point Defiance	7%

Example of Verbatim Complaints – (complete sorted verbatims in separate document)	
Anacortes	- It would be nice to be able to buy online or at a machine and have an automatic gate for presale ticket holders instead of clogging up the lanes waiting for credit card approvals.
Fauntleroy	- There is almost no holding area for the vehicles on the dock beyond the toll booths, therefore the toll booths cannot process the vehicles fast enough to get them on the boats. The boats leave on time but very often not full and leaving vehicles stranded.
Mukilteo	- The wait in line on the evening runs for buying tickets and getting on the ferry is slow and results in boats sailing without being fully loaded or leaving late especially on the weekend runs. How about using a system like the good to go passes?
All Terminals	- Because you should use a system like the 405/520 toll system for the ferries, with prepayment of fares or immediate billing from a bankcard.
Seattle	- Many toll booth attendants in Seattle (and only Seattle) don't seem to know what to do with disabled cards that say PCA.
Seattle, Bainbridge	- There should be a scan option like good-to-go for vehicles in my opinion. Especially near departure times and when there are lines, too often booth operators strike up conversations and fail to let you know if you missed the ferry already.
Seattle, Bremerton	- The lines at Bremerton and Seattle sometimes take forever and it seems like the toll booth staff are just chatting with the driver, rather than getting people through the line. This is stressful when you are trying to make it on a boat.

Attribute Key Code - 11
Overall Gap Analysis:
High Priority Area

Efficiently Process Vehicles



*Dissatisfaction is highest for Fauntleroy/Vashon (45%) and Southworth/Fauntleroy (15) *. The Fauntleroy terminal is cited by the vast majority of dissatisfied riders.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3189	524	174	80	351	257	127	18	127	517	954	60
WSF efficiently processes vehicles through ticket lanes	Imp. (4-5)	96%	97%	94%	98%	94%	97%	90%	97%	97%	96%	97%	88%
	Sat. (4-5)	73%	76%	82%	55%	81%	31%	66%	56%	92%	83%	72%	59%
	Dissat. (1-2)	12%	10%	6%	31%	7%	45%	19%	15%	1%	4%	10%	21%
2017	Dissat.	12%	10%	4%	11%	5%	47%	22%	57%	4%	7%	13%	3%
Change	Dissat.	-	-	+2	+20	+2	-2	-3	-42	-3	-3	-3	+18

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)											
Fauntleroy	53%	Anacortes - Ticket booth attendants can be overly chatty, even when there are long lines. I don't think this should be the place for tourists to get travel info. I appreciate friendly, polite attendants, but several are way too chatty when there are line ups.											
Seattle	24%	Anacortes - Not impressed with customer service. Staff is not friendly. Why do you have a second booth after I have paid to tell me what lane to get into? Is the Union driving this staffing? Totally a waste of tax payer money during the winter months.											
Bainbridge	10%	Bremerton - There are multiple booths but I only ever see one in use. There's always a backup and a worry they won't get through everyone in time.											
Edmonds	8%	Clinton - Wish we could have a single lane. Very aggravating to get in a lane where someone doesn't have the money, can't find their credit card, talks too much with the ticket taker while the other lane has processed 5 cars and you end up missing the boat.											
Anacortes	6%	Fauntleroy - WSF staff waves cars along without signage or ?- you don't know what they want you to do and they act frustrated if you don't know what their waving arms mean.											
		Fauntleroy - WSF require that all cars have their ticketed manually validated (checked) before boarding. WSF does NOT at Fauntleroy accommodate this action to take place for one full ferry load, causing traffic at booth to stand still and severe backup.											
		Fauntleroy - Everyone has to stop at the toll booth even if they already have a ticket. The agents don't just swipe the ticket; they also give you a receipt. It just isn't necessary and takes time.											
		Fauntleroy - Drivers with prepaid tickets or passes are processed through the same booth as drivers without tickets. This creates a bottleneck at the booth and often, boats sail only partially full with a long line of cars up Fauntleroy Way.											

Attribute Key Code - 12
Overall Gap Analysis:
High Priority Area

Existing Dock-side Holding Areas Fully Utilized



*Dissatisfaction is highest for Fauntleroy/Vashon (27%) *. Also highly mentioned are Southworth/Vashon (32%), Point Defiance/Tahlequah (21%) and Fauntleroy/Southworth (18%). The Fauntleroy terminal is the most often cited.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		1786	498	179	44	198	149	61	15	53	255	291	43
Existing vehicle dock-side holding areas are being fully utilized	Imp. (4-5)	85%	84%	69%	85%	88%	92%	90%	79%	88%	90%	76%	56%
	Sat. (4-5)	74%	76%	79%	55%	84%	44%	70%	53%	89%	81%	74%	61%
	Dissat. (1-2)	8%	5%	2%	21%	3%	27%	18%	32%	1%	3%	4%	4%

**Among those routes that have a substantial number of respondents. This is a new attribute asked in 2018 only.*

Top 5 Unsatisfactory Terminals	
Fauntleroy	60%
Seattle	18%
Vashon	8%
Mukilteo	8%
Tahlequah	5%

Example of Verbatim Complaints – (complete sorted verbatims in separate document)

Clinton - Even when the holding area is not full the sign says that it is and the line builds up. You can see empty spaces on the holding area dock and they are not processing at the booths. It is as if they fill the holding area with one ferry load and then stop.

Edmonds - Holding area should be expanded to hold more waiting cars out of the way of moving traffic.

Edmonds, Kingston - traffic is never controlled or loaded correctly...i.e. single passenger in carpool lanes and nobody corrects this. Edmonds side: too many gaps in lanes, more cars could easily fit if someone told them to move up..also too many people cut.

Fauntleroy - WSF needs to create a lane specifically for ferry traffic and parking on the shoulder should not be permitted at any time (especially weekends). Parked cars on Fauntleroy way make it SO hard for commuters to tell what is the line and what isn't.

Fauntleroy - WSF employees still park on the dock. Because of the stop-at-the-booth policy the dock is often empty even though long lines of cars are waiting to access the dock.

Fauntleroy - without a bypass for ticketed vehicles the dock does not always get filled in time.

Mukilteo - Waiting in backup lanes even though the dockside holding area is not full. Waste of fuel, no washroom access, must be attentive.

Seattle - Because fully utilized would mean using every space on the dock. WSF has dedicated much space to construction and large chunks of space aren't used at all -- even after construction hours have ended.

Special Question
Asked in Winter 2018

Vehicle Loading Crew Friendly



Dissatisfaction is fairly low for all routes except Anacortes/San Juan (11%) and Mukilteo/Clinton (10%).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3189	524	174	80	351	257	127	18	127	517	954	60
WSF vehicle loading crew is friendly, courteous and polite	Imp. (4-5)	86%	84%	81%	84%	80%	89%	88%	74%	97%	91%	92%	87%
	Sat. (4-5)	74%	74%	79%	62%	77%	73%	79%	73%	89%	70%	69%	67%
	Dissat. (1-2)	7%	6%	4%	15%	5%	8%	4%	11%	4%	10%	11%	13%
2017	Dissat.	7%	9%	9%	7%	3%	10%	7%	1%	5%	7%	10%	6%
Change	Dissat.	-	-3	-5	+8	+2	-2	-3	+10	-1	+3	+1	+7

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)											
Seattle	23%	Anacortes - workers are impatient and short if you don't immediately understand their inconsistent instructions. For example they motion you to go forward while standing in front of your vehicle and then seem put off that you have opted not to run them over.											
Mukilteo	21%	Anacortes - I have had continuing problems with very curt workers (especially from Anacortes) loading cars too close together to get my door open, and then reacting angrily when I mention that I can't get out of my car.											
Clinton	20%	Clinton - The dockside loading crew is a fantastic team. But we have on several different occasions been treated disrespectfully by the on board crew directing traffic. It has happened several times -- one of your crew members seems to think that they have more authority.											
Fauntleroy	20%	Edmonds, Kingston - I tried to get directions from a loading crew and I was shouted at for being in the wrong place. I was obviously lost. I was the only vehicle there and it made the crew member extremely angry.											
Edmonds	13%	Fauntleroy - The majority of crew are polite, most are not particularly friendly, and there is an occasional crew member who is rude. Some of those who load vehicles make you wait when cars can move ahead. Those who load on the side can be quite rude.											
Attribute Key Code - 13 Overall Gap Analysis: Nice To have Area		Friday Harbor, Anacortes - Some crew are incredibly rude and treat you like you're an idiot when loading. Not all, just a handful. Never have seen a loading crew member smile...											
		Mukilteo - They get upset when you don't read their minds as to where they want you to go (poor directing on their part).											
		Mukilteo - Some WSF loaders give very poor hand signals and then get obviously annoyed with drivers.											
		Seattle - I've seen and experienced workers being extremely rude and abrupt, going so far as to yell at people.											

Vehicle Loading Efficiency



Dissatisfaction is highest for Fauntleroy/Vashon (29%) and Fauntleroy/Southworth (15%) followed by Anacortes/San Juan Islands (10%). Fauntleroy terminal is cited the most.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3189	524	174	80	351	257	127	18	127	517	954	60
WSF vehicle loading procedures are efficient	Imp. (4-5)	95%	95%	93%	97%	93%	99%	95%	87%	98%	96%	96%	87%
	Sat. (4-5)	73%	82%	77%	52%	81%	44%	69%	33%	87%	72%	67%	60%
	Dissat. (1-2)	10%	6%	7%	26%	6%	29%	15%	24%	4%	7%	10%	13%
2017	Dissat.	10%	8%	9%	11%	7%	24%	10%	2%	6%	9%	14%	12%
Change	Dissat.	-	-2	-2	+15	-1	+5	+5	+22	-2	-2	-4	+1

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)											
Fauntleroy	42%	Anacortes - The results of loading procedures are inefficient because drivers are unable to exit their car easily. Its presents a safety hazard when someone can not get out of their car because large vehicles such as SUV and Trucks are parked next to each other.											
Seattle	17%	Anacortes - Understanding the importance of schedules- at times the loads seem too rushed and space is not used effectively.											
Mukilteo	12%	Coupeville - Ramp was not adjusted properly resulting ramp hitting underside of car											
Bainbridge	11%	Coupeville, Port Townsend - For some reason, the deck loading crew on this run seem to be 'bossy' and 'short tempered' yelling at drivers after confusing them using erratic hand signals and often in situations where more than one person is directing without coordination to each other.											
Edmonds	11%	Edmonds, Kingston - Do not understand why they always wait until 10 mins before sailing to load cars when there is usually more time to do so. The staff on the docks and on the boats should have LIGHTED guide sticks like airport workers so their directions can be clearly understood.											
		Fauntleroy - Southworth bound vehicles often can't get to loading area so partially empty ferries leave, and we sit on the street, often for long times.											
		Fauntleroy - Vashon is favored over Southworth . Vashon has 3 plus lanes Southworth has 1. Vashon are pulled around Southworth people waiting to fill shared boat . Vashon cars are loaded off street leaving cars already passed booth on dock not loaded											
		Seattle, Bainbridge - On more than one occasion I had missed the ferry by a couple of cars. When the next ferry loaded, the WSF workers did not start loading with the car that they left off on with the last ferry. This is not fair.											

Attribute Key Code - 14
Overall Gap Analysis:
High Priority Area

Loads Ferries to Capacity



Dissatisfaction is highest for Fauntleroy/Vashon (27%) and Fauntleroy/Southworth (15%). Southworth/Vashon (50%) received the highest negative score. Fauntleroy terminal is cited most often.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3189	524	174	80	351	257	127	18	127	517	954	60
WSF loads ferries to capacity with little room between vehicles	Imp. (4-5)	90%	89%	81%	90%	89%	97%	91%	79%	90%	94%	85%	72%
	Sat. (4-5)	73%	76%	81%	61%	82%	50%	66%	33%	91%	74%	72%	63%
	Dissat. (1-2)	10%	7%	4%	22%	6%	27%	15%	50%	5%	7%	8%	16%
2017	Dissat.	10%	11%	8%	15%	4%	22%	14%	45%	4%	10%	9%	8%
Change	Dissat.	-	-4	-4	+7	+2	+5	+1	+5	+1	-3	-1	+8

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)											
Fauntleroy	45%	All-of-them - I think a ferry crew member should guide drivers to pull forward tight against the vehicle in front of them. This only occasionally happens, usually there is no guidance and drivers leave too much space between vehicles.											
Seattle	22%	Edmonds - Deck hands used to guide each car up tight to the car in front of them, lately they let people stop on their own leaving lots of room. I walked the main deck one day and they could have gotten at least 2 more cars in each row if they parked efficiently.											
Mukilteo	13%	Fauntleroy - Boats regularly leave half empty when the dock is full but the booths aren't processing vehicles fast enough.											
Bainbridge	13%	Fauntleroy - It is extremely infuriating to see a boat get underway that is less than full when there are multiple cars still on the dock. In my opinion insisting that the WSF adhere to 'on time' metrics at the expense of 'moving people and vehicles' metrics is wrong.											
Edmonds	11%	Friday Harbor - Can not get out of our large pickup unless we now tell them we will not park too close to the wall and we have to be able to get out on both sides. They are usually rude when we tell them no we will not park right up against the wall.											
Attribute Key Code - 15 Overall Gap Analysis: Nice To have Area		Lopez, Anacortes - If there is less room between cars and all available legal space is utilized, fewer cars would be left behind. Some loaders are VERY good. Some are not good at all.											
		Seattle - Noted that when tourists (cars with out of state plates) were loading, deck workers were not directing them in parking, or parking closely to other vehicles-and this was during winter season, not spring or summer peak times.											
		Seattle - Seems they are under pressure just to get the cars on as quickly as possible so the boat can leave											

Vehicle Loading Crews Provide Clear Directions



Dissatisfaction continues to be highest for Fauntleroy/Vashon (21%) followed by Mukilteo/Clinton (15%), Anacortes/San Juan Islands (15%) and Fauntleroy/Southworth (13%). Seattle, Fauntleroy, and Mukilteo are the most cited terminals.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3189	524	174	80	351	257	127	18	127	517	954	60
WSF vehicle loading crews provide clear directions / hand signals	Imp. (4-5)	95%	95%	90%	96%	95%	97%	95%	97%	98%	96%	95%	92%
	Sat. (4-5)	64%	72%	72%	41%	71%	50%	53%	47%	80%	59%	62%	48%
	Dissat. (1-2)	13%	12%	5%	24%	9%	21%	13%	17%	5%	15%	15%	23%
2017	Dissat.	13%	10%	9%	14%	7%	22%	17%	12%	11%	16%	15%	8%
Change	Dissat.	-	+2	-4	+10	+2	-1	-4	+5	-6	-1	-	+15

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals	
Seattle	25%
Fauntleroy	24%
Bainbridge	17%
Mukilteo	17%
Clinton	16%

Example of Verbatim Complaints – (complete sorted verbatims in separate document)	
Anacortes	- crew needs to look at the car they are directing so we know who they are directing.
Anacortes	- You really have to watch because they will signal one way then change their minds and have you go another
Anacortes	- Yelling at vehicles with closed windows surrounded by running engines is ineffective. Clear, unambiguous hand signals should be used.
Bainbridge	- On many occasions, the traffic director is not paying direct attention to the loading vehicles. Sometimes, the loader delays a vehicle, causing the driver to miss the sailing when room existed on the vessel.
Bainbridge	- Not all were wearing orange or yellow gloves. Very distracting to drive on the ferry. Drive into a dark ferry from daylight. Hard to see hand directions if bright gloves not being worn. Or, lighted arrows.
Coupeville, Port Townsend	- For some reason, the deck loading crew on this run seem to be 'bossy' and 'short tempered' yelling at drivers after confusing them using erratic hand signals and often where more than one person is directing.
Fauntleroy	- When the sun is right in the eyes of the driver, the workers can't figure out their little gestures are not visible.
Fauntleroy	- We sometimes don't know what they want. They get really mad when we guess wrong including hitting the car.
Friday Harbor, Anacortes	- Hand signals not clear and ferry worker giving the signals acting angry with driver when the driver couldn't figure out his signals.
Mukilteo, Clinton	- The new gloves with red palms help BUT they do not have consistent signals which is very poor training. They are impatient and they yell at you.

Attribute Key Code - 16
Overall Gap Analysis:
Opportunity Area

Unloading Crews are Friendly



Dissatisfaction is low across all routes. The possible exception being Point Defiance/Tahlequah (12%) and the Fauntleroy terminal.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3189	524	174	80	351	257	127	18	127	517	954	60
WSF vehicle unloading crew is friendly, courteous and polite	Imp. (4-5)	86%	87%	78%	75%	80%	87%	88%	89%	96%	91%	89%	88%
	Sat. (4-5)	83%	84%	84%	69%	84%	84%	89%	88%	95%	81%	79%	86%
	Dissat. (1-2)	2%	1%	1%	12%	2%	1%	2%	2%	1%	2%	3%	0%
2017	Dissat.	4%	4%	4%	3%	1%	6%	3%	0%	3%	4%	4%	3%
Change	Dissat.	-2	-3	-3	+9	+1	-5	-1	+2	-2	-2	-1	-3

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)											
Fauntleroy	27%	Edmonds, Kingston - They unload out of order all the time. I commute and get to boats early for better placement in unloading. The JERKS unloading love to unload the middle including logging trucks first. This screws up traffic frustrates drivers. It can be a 15 minute delay.											
Edmonds	26%	Fauntleroy - I don't know why, but the same crew can be helpful at the Vashon side, and then less than helpful at the Fauntleroy side. I recognize some of the crew, and have noticed this.											
Vashon	24%	Mukilteo, Clinton - Lack of enthusiasm, apathy. Appears they, not all employees, could care less about thier employment. Run and hide for 15 minuets between trips. They could clean the vessel!											
Point Defiance	23%	Orcas, Anacortes - Get the cars moving. Make the announcements sooner. It should be routine to announce several times the time to be back in cars ready to go and passengers so we are not waiting. Get the crew moving and thinking ahead.											
Tahlequah	22%	Seattle - Redirected to the long way around. Crew threatened me with state police involvement. Took 10 minutes to get to the spot on road where I would have been, had he not redirected me.											

Attribute Key Code - 17
Overall Gap Analysis:
Nice To have Area

Vehicle Unloading Procedures Efficient



Dissatisfaction is low across all routes. The possible exception being Point Defiance/Tahlequah (24%).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3189	524	174	80	351	257	127	18	127	517	954	60
WSF vehicle unloading procedures are efficient	Imp. (4-5)	94%	96%	93%	92%	95%	88%	93%	84%	99%	96%	94%	92%
	Sat. (4-5)	78%	81%	78%	59%	75%	77%	83%	88%	89%	81%	75%	77%
	Dissat. (1-2)	5%	4%	4%	24%	7%	5%	5%	2%	2%	3%	5%	5%
2017	Dissat.	6%	9%	7%	5%	4%	7%	4%	0%	7%	4%	9%	11%
Change	Dissat.	-1	-5	-3	+19	+3	-2	+1	+2	-5	-1	-4	-6

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)											
Seattle	31%	Bainbridge - Bicycles need to be unloaded last on Bainbridge. It creates an incredibly dangerous situation with them unloading first. Daily I witness multiple cyclists riding in the opposite direction of traffic once off the boat.											
Fauntleroy	26%	Bainbridge - Please remember to remove the stop blocks on the back cars before telling them to off load.											
Bainbridge	23%	Bainbridge, Kingston - They switch between letting the tunnel off first, and another time they will only let the first half off. There has been an occasion when I've been put in the tunnel, even though I was one of the first on, and then had to wait until last.											
Edmonds	19%	Bremerton - On the 9:05 pm sailing one night, the crew decided it wasn't important to have the ramp down all the way to allow two lane offloading, causing a few minutes delay in offloading the vessel.											
Kingston	18%	Edmonds, Kingston - Loading procedures; it seems that there is no method to how cars are loaded and unloaded. I take the ferry home every day for the last three years from military bases. Seems like there is no set pattern or procedures that are followed.											
		Fauntleroy - Unloading a full ferry causes a traffic stop on the dock because the dock is not large enough to hold that many cars and because the traffic flow from the dock to the only access street (Fauntleroy Way) is severely congested by this traffic.											
		Fauntleroy - When there is a policeman on duty directing traffic on Fauntleroy everything is ok. When there is no policeman unloading is slow and unsafe.											
		Kingston - There is a stop light getting off the Kingston dock that is timed and should be triggered instead. It makes unloading longer than it should be.											

Attribute Key Code - 18
Overall Gap Analysis:
High Priority Area

Vehicle Unloading Crews Provide Clear Directions



Dissatisfaction is low across all routes. The possible exception being Point Defiance/Tahlequah (14%).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3189	524	174	80	351	257	127	18	127	517	954	60
WSF vehicle unloading crews provide clear directions and/or hand signals	Imp. (4-5)	94%	94%	88%	96%	94%	94%	92%	95%	99%	95%	94%	87%
	Sat. (4-5)	82%	85%	82%	64%	84%	80%	87%	72%	93%	80%	75%	72%
	Dissat. (1-2)	4%	2%	2%	14%	4%	4%	7%	2%	2%	3%	4%	4%
2017	Dissat.	5%	5%	6%	3%	2%	7%	2%	1%	6%	5%	6%	7%
Change	Dissat.	-1	-3	-4	+11	+2	-3	+5	+1	-4	-2	-2	-3

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)	
Seattle	27%	Anacortes - There is no clear direction of signals. People are changing lanes cutting each other off. It borders on hostile.	
Fauntleroy	25%	Anacortes - they flip people off and are rude, even hitting cars with their hands.	
Bainbridge	19%	Clinton, Mukilteo - It is usually male workers and it is usually during loading, their hand signals are not exaggerated enough for a driver to see what they want you to do or where they want you to go, sometimes they stand right in front of you and motion for you to move forward.	
Vashon	18%	Edmonds - Not paying attention. After arrival in Kingston, all traffic was stopped. We could not see what was going on and they were waiting for a crew member to walk down the ramp. As soon as he arrived, he went right to work off loading vehicles with a crappy attitude.	
Point Defiance	16%	Fauntleroy, Southworth - Crew need to always ensure they make eye contact with lead drivers in each line to indicate when to start engine and when to start moving. No engine start signals are being given by crew. Not a problem for experienced commuters but confusing for new rider.	
		Fauntleroy, Vashon - As with loading, hand signals are small and hard to read...some don't do any.	
		Seattle - They do NOT provide clear directions, they are simply indifferent.	
		Seattle - they just stand and might hand gesture.. geesh. I've been doing this for over 25 years.. I get it, but new people do not.	

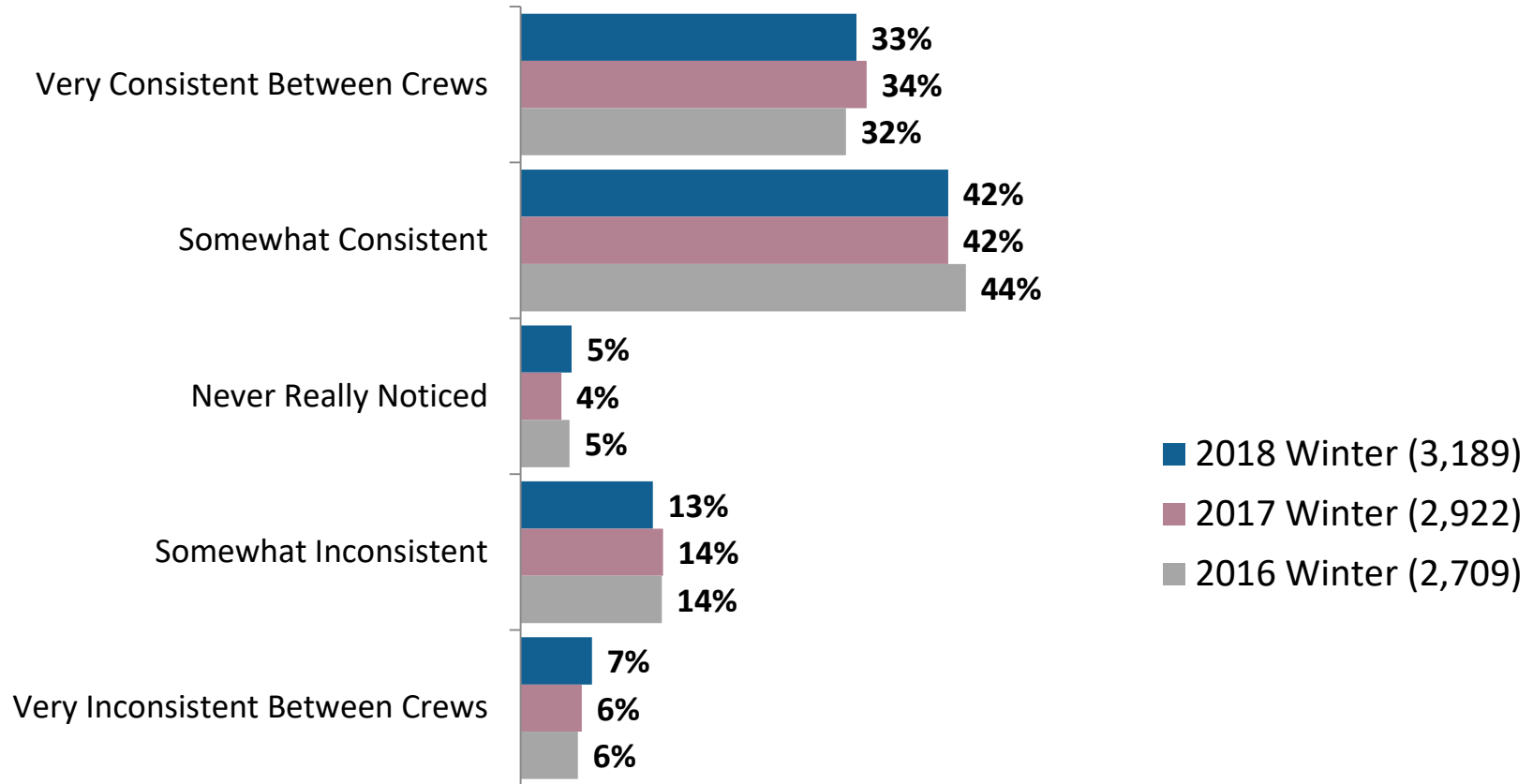
Attribute Key Code - 19
Overall Gap Analysis:
High Priority Area

Consistent Hand Signals/Directions



Most riders (75%) continue to say the loading/unloading crews hand signals/directions are consistent across crews. About one in five (20%) over the last three years continue to say they are not consistent.

Consistency of Hand Signals Asked Of Vehicle Drivers Only



Q97. (ASKED OF VEHICLE DRIVERS ONLY) How would you rate the consistency of the vehicle loading/unloading hand signals/directions you get from the different ferry/dock crews?

Passenger Seating Areas Clean and Comfortable



Dissatisfaction continues to be highest for Seattle/Bremerton (23%). The Walla Walla is cited most often.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3305	606	230	70	351	249	132	20	129	483	975	60
The ferry passenger seating areas are clean and comfortable (seating, temperature, etc.)	Imp. (4-5)	96%	97%	98%	94%	97%	94%	93%	85%	98%	95%	96%	91%
	Sat. (4-5)	81%	82%	52%	94%	84%	89%	73%	66%	89%	92%	77%	81%
	Dissat. (1-2)	5%	3%	23%	2%	6%	2%	5%	9%	1%	1%	7%	5%
2017	Dissat.	4%	3%	15%	1%	3%	2%	1%	0%	2%	1%	6%	7%
Change	Dissat.	+1	-	+8	+1	+3	-	+4	+9	-1	-	+1	-2

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Vessels		Example of Verbatim Complaints – (complete sorted verbatims in separate document)											
Kaleetan	43%	Cathlamet - Spilled liquid had dried on to seat. Large, 2 foot area on seat. Also, tables tend to be gross, especially after the school commuters use the ferry.											
Chimacum	25%	Chelan, Hyak, Elwha - The tables are dirty, and the areas are not swept regularly. Someone should wipe down the table areas.											
Wenatchee	18%	Chetzemoka - The area doesn't always appear clean.... spills dirty/messy with cup marks and floors not appear washed.											
Tacoma	14%	Chimacum - is a substandard boat. The women's restroom stalls are not adequately supported with stability bars to the ceiling, causing the entire 20 foot row to warp and multiple doors no longer work. This is substandard construction.											
Puyallup	12%	Hyak, Yakima - Tables and benches seldom cleaned thoroughly between sailings, benches often have footprints on them, heat not always working well in winter, air in cabin often stale.											
		Issaquah, Tillikum, Elwha - dirty bathrooms, garbage on the floor in the main cabin.											
		Kaleetan - Restrooms are gross. Floors in the passenger cabin are dirty/soiled. Crew just walk around and you never see them with a mop or broom. Just the opposite on the Chimacum. Crews cleaning!											
		Kaleetan - Sometimes the seats or tables are dirty to the point where you can't sit there.											
		Samish - Brand new ferry - almost the pride of the fleet, and the bench seats along the windows are EXTREMELY uncomfortable.											
		Samish - Don't know what is causing it, but the heating system on the Samish is truly weird. We ride this boat more than any other and rarely is the heating system in balance. It seems to rotate around the boat and of course there are the usual stairwell drafts.											

Attribute Key Code - 20
Overall Gap Analysis:
High Priority Area

Ferries Bathrooms are Clean/Maintained



Dissatisfaction is highest for Seattle/Bremerton (12%) and Edmond/Kingston (10%) routes. The Walla Walla is cited most often.

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3305	606	230	70	351	249	132	20	129	483	975	60
The bathrooms on the ferries are clean and well maintained	Imp. (4-5)	98%	98%	98%	94%	98%	97%	94%	98%	99%	98%	97%	91%
	Sat. (4-5)	73%	70%	53%	93%	74%	83%	74%	72%	87%	79%	74%	68%
	Dissat. (1-2)	8%	9%	12%	4%	10%	4%	5%	7%	3%	5%	8%	5%
2017	Dissat.	7%	9%	16%	1%	7%	3%	4%	0%	2%	4%	7%	5%
Change	Dissat.	+1	-	-4	+3	+3	+1	+1	+7	+1	+1	+1	-

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Vessels		Example of Verbatim Complaints – (complete sorted verbatims in separate document)											
Puyallup	35%	Cathlamet - The accessible stall in the ladies head has been out for monthes, I'm close to filing a complaint with the state regarding the ADA. Also, very tired of crew locking half of the stalls so they can't be used and won't need to be cleaned.											
Wenatchee	33%	Chelan, Hyak, Elwha - There are usually a couple stalls that are out of service. Ferry stopped supplying tissue toilet seat covers and it just looks dirty.											
Tacoma	29%	Chelan, Yakima - The bathroom stalls have dirty walls.											
Walla Walla	25%	Chetzemoka - Bathroom always smells.											
Spokane	22%	Chimacum - Bathroom stalls are marked with yellow caution tape - been this way for months											
		Chimacum - where to begin.... Chimacum's men's restroom was filthy, one of the faucets didn't work, and there was no t.p. in the first stall I tried.											
		Elwha - Urine on floor, no paper towels.											
		Elwha, Samish - They smell like piss and at least one stall is always marked out of order											
		Elwha, Yakima - Floors not clean. Lots of water around sinks, need better design and towels nearer. Locks loose or out of alignment, so go open while occupied. And some toilets flush while you are still on. What is a child supposed to do about reaching tissue?											
		Hyak, Elwha, Yakima - The boats on the San Juan run have dirty women's bathrooms. Floor is mopped but never clean. Corner filthy. Even worse on a busy weekend.											

Attribute Key Code - 21
Overall Gap Analysis:
High Priority Area

Vessels are Well Maintained/Safe



Dissatisfaction is low across all routes except Anacortes/San Juan (15%). The Walla Walla is cited most often.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3305	606	230	70	351	249	132	20	129	483	975	60
WSF vessels are well maintained (not rusty/dirty) and safe (not cluttered)	Imp. (4-5)	96%	95%	98%	97%	96%	98%	97%	94%	98%	97%	95%	91%
	Sat. (4-5)	76%	78%	63%	87%	74%	81%	79%	79%	87%	85%	60%	61%
	Dissat. (1-2)	5%	5%	5%	0%	5%	8%	5%	15%	4%	3%	15%	10%
2017	Dissat.	5%	6%	8%	1%	6%	5%	3%	0%	6%	2%	9%	3%
Change	Dissat.	-	-1	-3	-1	-1	+3	+2	+15	-2	+1	+6	+7

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Vessels		Example of Verbatim Complaints – (complete sorted verbatims in separate document)	
Wenatchee	29%	Cathlamet - Boats are safe-no problem there. Maintenance issues with Cathlamet-rusty, dark and dreary. But, it works.	
Tacoma	29%	Chelan - Rusty and dirty.	
Hyak	23%	Chelan, Elwha, Yakima - The Elwha is rusty, old and needs a top to bottom cleaning. The Chelan's elevator has been broken for weeks. The bathrooms of Elwha & Yakima need deep cleaning.	
Puyallup	17%	Chelan, Hyak - Some of these boats look terrible. People are also allowed to bring their dogs onto the boat and the boats are really dirty. Dog hair, dirt under the tables, these boats are gross. We pay too much to have a dirty place to sit.	
Issaquah	15%	Chelan, Hyak, Elwha, Yakima - The floors and windows are filthy. The crew is quite good at emptying trash, but cleaning is very very low on their priorities. They would rather read the paper. It should be embarrassing for the state to have tourists comment on this.	
		Chelan, Hyak, Elwha, Yakima - The old ones are rusting and the new one still hasn't opened its upper deck, besides I nearly got stuck in the elevator on the new one, finally someone pushed a button from outside.	
		Chimacum - is cluttered with unused equipment and seriously lacking in seats. If we run to the boat, we sit on the floor.	
		Elwha - On all the boats in the San Juan islands have rust bleeding through the paint even the newer boats. For as much as we are being charged they should be spotless.	
		Hyak - may be old and soon to be retired, but the amount of rust makes one think that this poor old ship could break apart. As for safe, there have been some 'interesting' landings at Anacortes. We always chalk this up to a 'newbee' skipper.	

Attribute Key Code - 22
Overall Gap Analysis:
High Priority Area

Vessel Crew is Friendly



Dissatisfaction is low across all routes.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		1328	218	101	48	130	104	64	11	40	170	408	34
WSF vessel crew is friendly, courteous and polite	Imp. (4-5)	97%	97%	97%	100%	96%	94%	98%	100%	93%	96%	97%	100%
	Sat. (4-5)	88%	92%	96%	88%	84%	85%	95%	65%	95%	80%	83%	100%
	Dissat. (1-2)	4%	2%	2%	1%	7%	5%	0%	3%	5%	6%	6%	0%
2017	Dissat.	3%	3%	2%	4%	3%	4%	9%	0%	3%	4%	4%	5%
Change	Dissat.	+1	-1	-	-3	+4	+1	-9	+3	+2	+2	+2	-5

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Vessels		Example of Verbatim Complaints – (complete sorted verbatims in separate document)	
Kittitas	40%	Chelan, Elwha, Samish - They are not very happy people. As said before, they take forever to load. They do a bad job of loading. They know how to work the overtime.	
Tokitae	39%	Chelan, Hyak, Elwha, Yakima - unfriendly, rude, able and/or unwilling to answer questions. they don't come across as being approachable.	
Puyallup	25%	Hyak - A crew member told us to FO when we complained about the car that parked next to us. I was forced to park next to the wall so that a sufficient amount of space was left for passengers to walk. But that meant I had to crawl over the passenger seat to exit.	
Spokane	20%	Kittitas - Deck crew was impolite, and either unable or unwilling to listen to a concern I had.	
Hyak	18%	Kittitas, Tokitae - not all vanpools are treated equally and workers are rude when questioned about it, apparently it's a power trip for them.	
		Kittitas, Tokitae - Loading crew was incompetent and rude.	

Attribute Key Code - 23
Overall Gap Analysis:
High Priority Area

Vessel Crew is Helpful



Dissatisfaction is low across all routes.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		1328	218	101	48	130	104	64	11	40	170	408	34
The WSF vessel crew is helpful, competent and knowledgeable	Imp. (4-5)	98%	99%	99%	98%	95%	97%	98%	96%	93%	99%	98%	100%
	Sat. (4-5)	86%	89%	87%	87%	81%	85%	94%	65%	99%	85%	82%	100%
	Dissat. (1-2)	4%	3%	5%	7%	5%	7%	0%	3%	1%	5%	5%	0%
2017	Dissat.	4%	1%	5%	0%	3%	6%	7%	0%	4%	4%	3%	5%
Change	Dissat.	-	+2	-	+7	+2	+1	-7	+3	-3	+1	+2	-5

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Vessels		Example of Verbatim Complaints – (complete sorted verbatims in separate document)	
Puyallup	34%	Chimacum - I regularly see people with dogs on the boat; dogs that are not service animals. I am a dog person, but follow the rules when my animal is with me. It is frustrating that others are not asked to comply.	
Kittitas	32%	Chimacum - If there is an emergency they are awesome day to day however one should avoid even trying to talk to them. It as if they expect everyone to know the routine.	
Tokitae	31%	Elwha - Crew had no idea these 5 cars were going to Lopez and was nowhere to be found until the boat had left the dock.	
Wenatchee	25%	Hyak, Samish - Allowed many dogs on the customer deck. Did not enforce sending people/animals down to car or outside decks.	
Tacoma	25%	Issaquah - Southworth cars were mis-loaded, crewmember was disinterested or incompetent, directed by yelling, had to ask to chock car. Having ridden for years, I knew what should be done, but crew did not. Very strange.	
		Kaleetan, Chimacum - There's a very unfriendly crew on the Kaleetan. I've got photos of her just sitting at the tables in the galley the whole trip. She's rude, she always locks the bathroom up about halfway through the trip so she doesn't have to clean it.	
		Kaleetan, Chimacum - They are rude and unprofessional. They are always hiding out in the day room. They act like you are in the way if you need someone and you can see them in the day room playing on their phones. Very unprofessional!	
		Keenewick - Was unable to exit my vehicle from the drivers side due to being directed too close to the another vehicle. And when I talked to the staff about it I was told "But you made it."	
		Kittitas - The deck crew is poor in many regards including in my case the parking location they required me to park.	

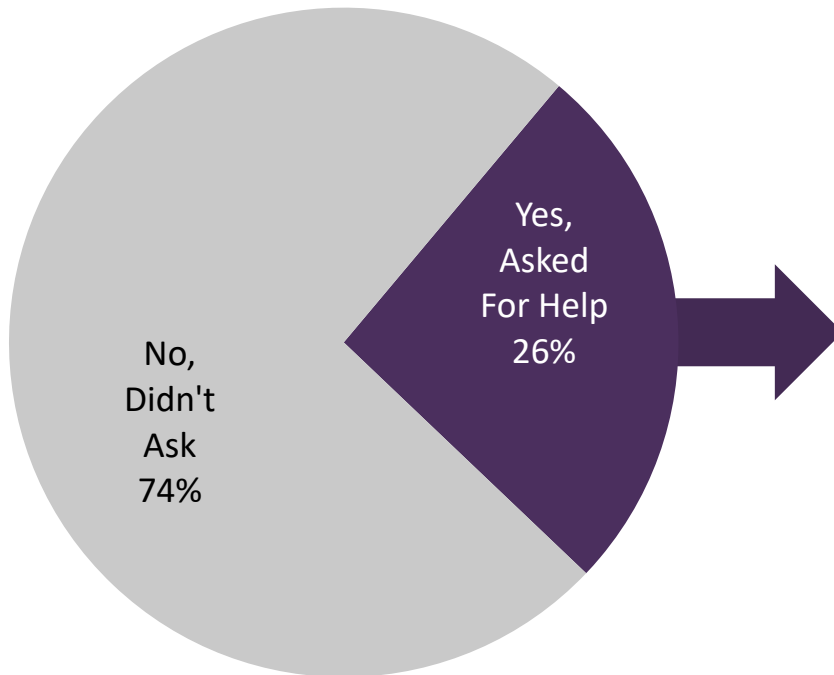
Attribute Key Code - 24
Overall Gap Analysis:
High Priority Area

Help/Assistance From Vessel Staff

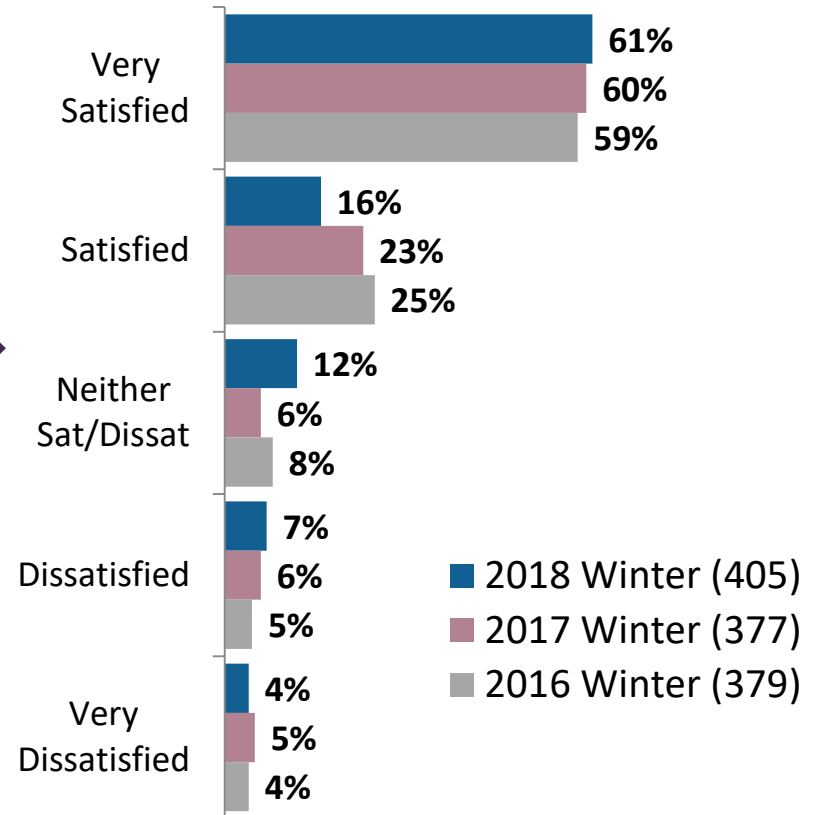


About one-in-four riders have asked the vessel staff for help (26%) and most (77%) were satisfied with the assistance they received. About one in ten (11%) continue to not be satisfied with the vessel staff help/assistance.

Asked WSF Vessel Staff For Help/Assistance



Satisfaction With WSF Vessel Staff Help/Assistance



Q103. Did you specifically ask a WSF vessel staff member for help/assistance during the Winter period (January 7th through March 31st 2018)?

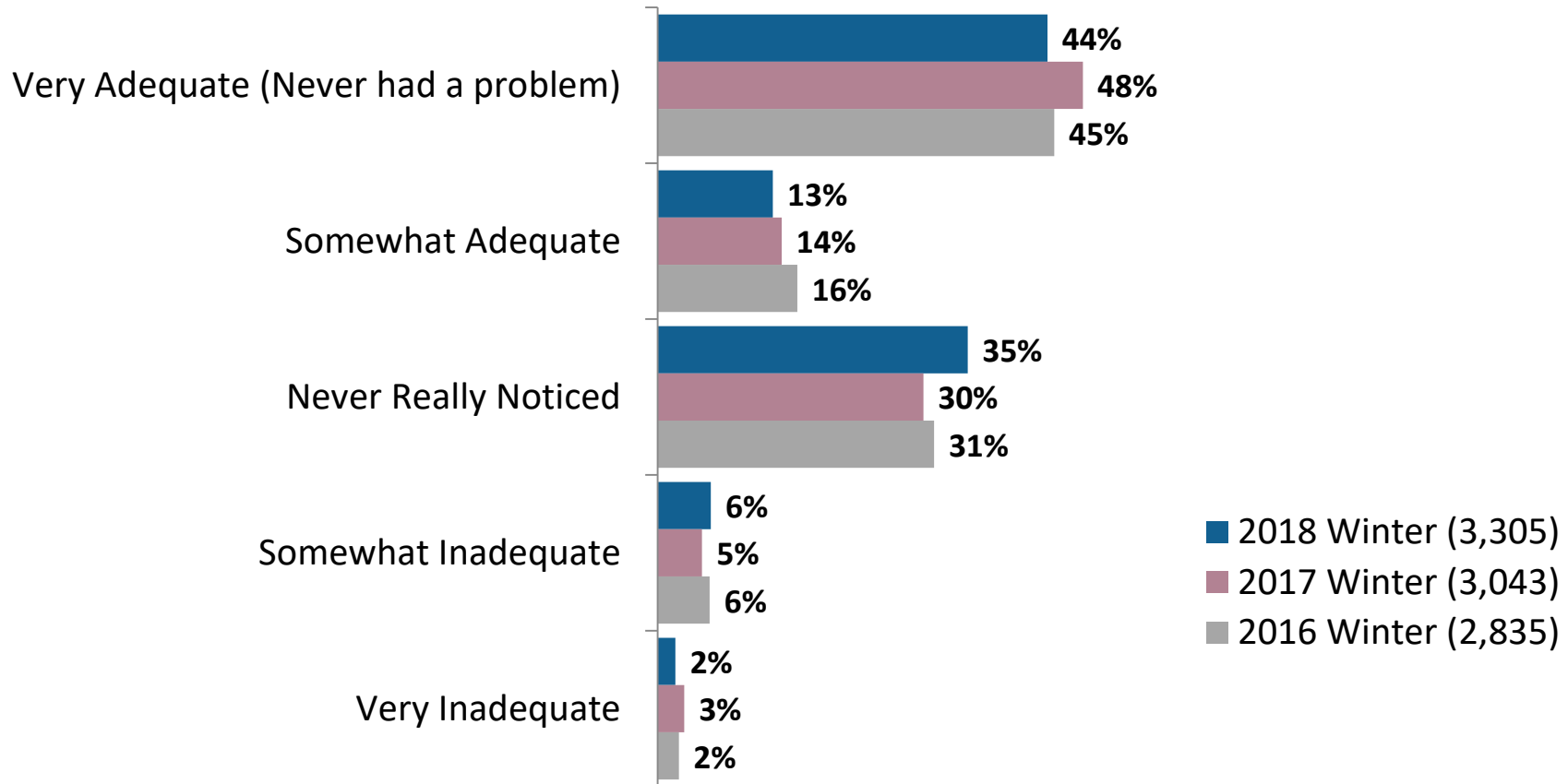
Q104. How satisfied were you with the help/assistance the WSF vessel staff member gave you?

Vessel Crew Control Of Disruptive Passengers



One in twelve riders (8%) continue to say the vessel crew does not do an adequate job controlling disruptive passengers and enforcing the noise and pet rules.

Adequacy of Vessel Crew Controlling and Enforcing Noise/Pet Rules



Q78. (ASKED OF PASSENGER DECK PEOPLE ONLY) How adequate a job does the vessel crew do in controlling disruptive passengers and enforcing the noise and pet rules?

On Time Departures



Dissatisfaction is highest for Fauntleroy/Vashon (24%), Seattle/Bremerton (17%) and Fauntleroy/Southworth (14%) routes. On-time departure dissatisfaction increased the most on the Seattle/Bremerton route over 2017).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3627	641	250	88	383	273	142	22	146	566	1053	63
WSF has on-time/dependable departures	Imp. (4-5)	97%	98%	98%	96%	97%	87%	97%	89%	99%	96%	98%	100%
	Sat. (4-5)	74%	77%	68%	60%	88%	40%	64%	53%	91%	81%	72%	81%
	Dissat. (1-2)	9%	6%	17%	14%	4%	24%	14%	19%	1%	7%	9%	2%
2017	Dissat.	8%	7%	4%	21%	3%	24%	13%	0%	4%	7%	10%	4%
Change	Dissat.	+1	-1	+13	-7	+1	-	+1	+19	-3	-	-1	-2

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Routes		Example of Verbatim Complaints (complete sorted verbatims in separate document)	
FAU/VASHON	30%	Seattle/Bainbridge - Better traffic coordination with City of Seattle. We've been on the island nearly 40 years and the situation is getting worse, not better.	
SEA/BAINBRIDGE	22%	Seattle/Bainbridge - Get back on schedule faster. If the boat is delayed leaving speed up so we arrive at the same time and the issue doesn't compound.	
SEA/BREMERTON	21%	Seattle/Bremerton - Boats are probably late 50% of the time. Late announcements. No accountability: no reason given, no apology. Sometimes boats sit at the dock and NOTHING is happening, yet it leaves late.	
MUK/CLINTON	12%	Seattle/Bremerton - Ferry delays are a very common occurrence, most often due to staffing issues or repairs needed on the vessels. Managing staffing and having appropriate back up plans will assist with on time departures from Bremerton.	
ANA/SAN JAUN	8%	Point Defiance/Tahlequah - Figure out the problem of loading cars at the Fauntleroy ferry terminal.	
		Edmonds/Kingston - The issue at the dock has gone on way too long. 1) Keep a police person on the site at all times, 2) allow those with permanent passes to by pass (go around) the ticket booth and be scanned on the other side quickly and efficiently.	
		Fauntleroy/Vashon - better loading/unloading and ticket purchase procedures, better procedure in place for late or missing crew.	
		Fauntleroy/Vashon - cancelled ferry due to not enough crew or not enough qualified crew. Really. What if your hospital operated like the ferry. Missing my flight because I can't depend on the ferry system to keep boats in good mechanical order and employees on time is wrong.	

On Time Arrivals



Dissatisfaction continues to be highest for Fauntleroy/Vashon (17%) followed by Fauntleroy/Southworth (12%). Southworth/Vashon and Point Defiance/Tahlequah also are mentioned negatively for on-time arrivals.*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3627	641	250	88	383	273	142	22	146	566	1053	63
WSF has on-time/dependable arrivals	Imp. (4-5)	94%	97%	98%	84%	96%	82%	94%	82%	98%	94%	97%	100%
	Sat. (4-5)	76%	78%	79%	61%	90%	42%	54%	62%	92%	82%	73%	76%
	Dissat. (1-2)	6%	5%	6%	13%	2%	17%	12%	16%	0%	6%	8%	1%
2017	Dissat.	7%	6%	4%	11%	3%	19%	13%	0%	4%	6%	9%	6%
Change	Dissat.	-1	-1	+2	+2	-1	-2	-1	+16	-4	-	-1	-5

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Routes		Example of Verbatim Complaints (complete sorted verbatims in separate document)	
FAU/VASHON	33%	Seattle/Bainbridge - Apparently the ferries are poorly maintained as there consistently seems to be a 'missing' vessel. When the route goes from 3 boats to 2 boats, it's impossible to know if/when you will be able to make it to your destination.	
SEA/BAINBRIDGE	26%	Seattle/Bainbridge - Arriving Seattle varies in the morning and should not as we are the first boat at 4:45 am. We use to always arrive in Seattle at 5:10 or 15. Now it is 5:25 or 5:30 most days. As for leaving Seattle it is a mess especially in the summertime.	
MUK/CLINTON	15%	Seattle/Bremerton - Ferry delays are a very common occurrence, most often due to staffing issues or repairs needed on the vessels. Managing staffing and having appropriate back up plans will assist with on time departures from Bremerton.	
SEA/BREMERTON	11%	Seattle/Bremerton - Fix the 'crewing issues'. No other entity operates like WSF. Why don't you have a step up program? If the first mate doesn't show up another crew member steps up into their position, then someone steps up into that position, and so on .	
ANA/SAN JUAN	9%	Edmonds/Kingston - Fix the dock capacity issues.	
		Edmonds/Kingston - At times no way to know why ferry is late, but happens far too often on homeward bound run from Seattle. May only be 5-6 minutes, but still frustrating. Dread summer months when ferry can be as much as 15-20 minutes late.	
		Fauntleroy/Vashon - Change procedures at Fauntleroy- allow pre-ticketed vehicles to bypass toll booth.	
		Anacortes/San Juan Islands - Not sure why, but in the winter when there is few traffic, boats usually leave 5-10 minutes late. These are days when there were no weather related issues.	
		Anacortes/San Juan Islands - Why are departures and arrivals late because of heavy volume. You know how many cars are coming. Is it short of staff? Why?	



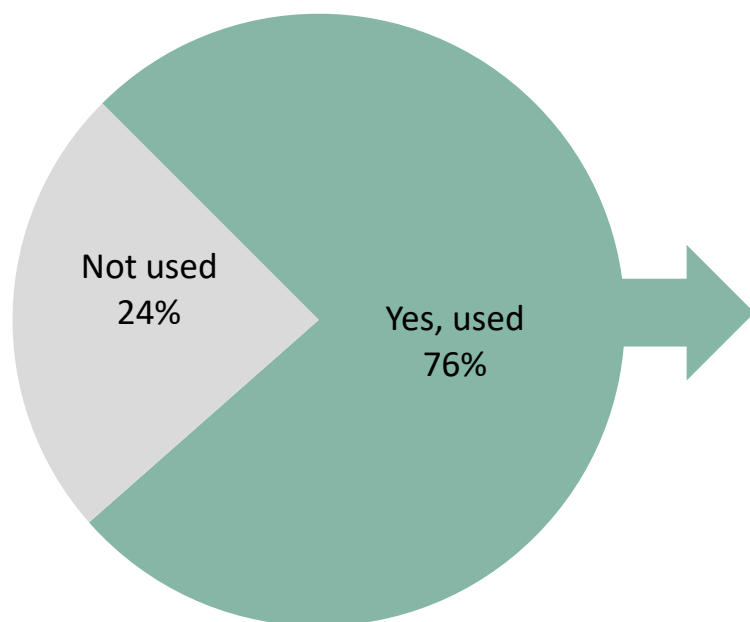
WSF Website

Using WSF Website

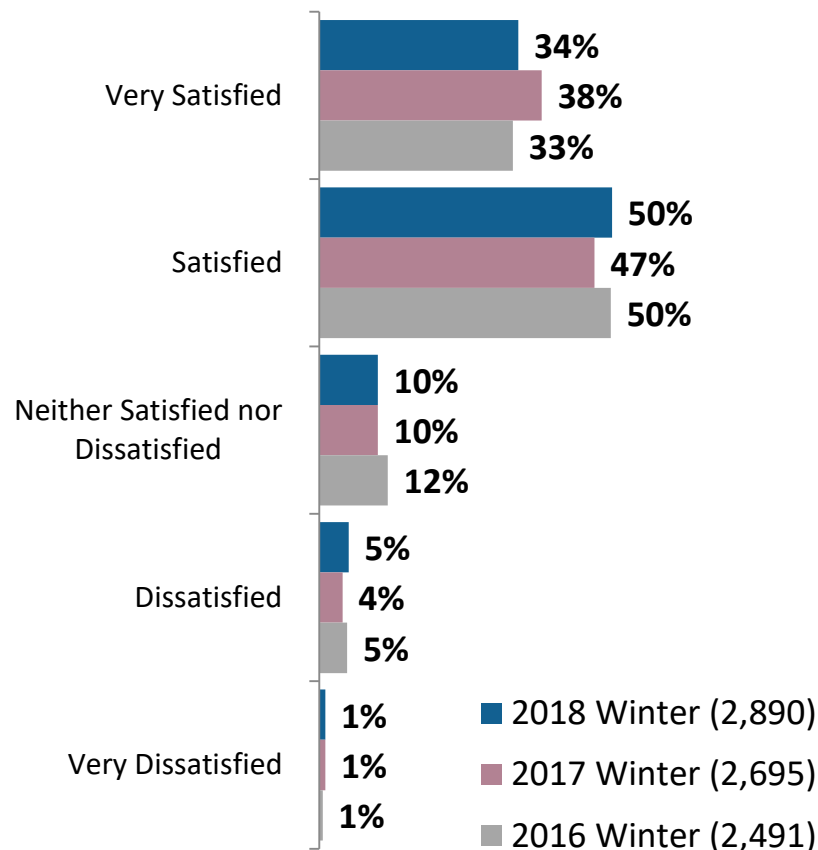


Three-fourths of riders (76%) have used the WSF website and most (84%) continue to say they are satisfied with their experience while 6% say they are dissatisfied.

Used WSF Website



Experience Using Website



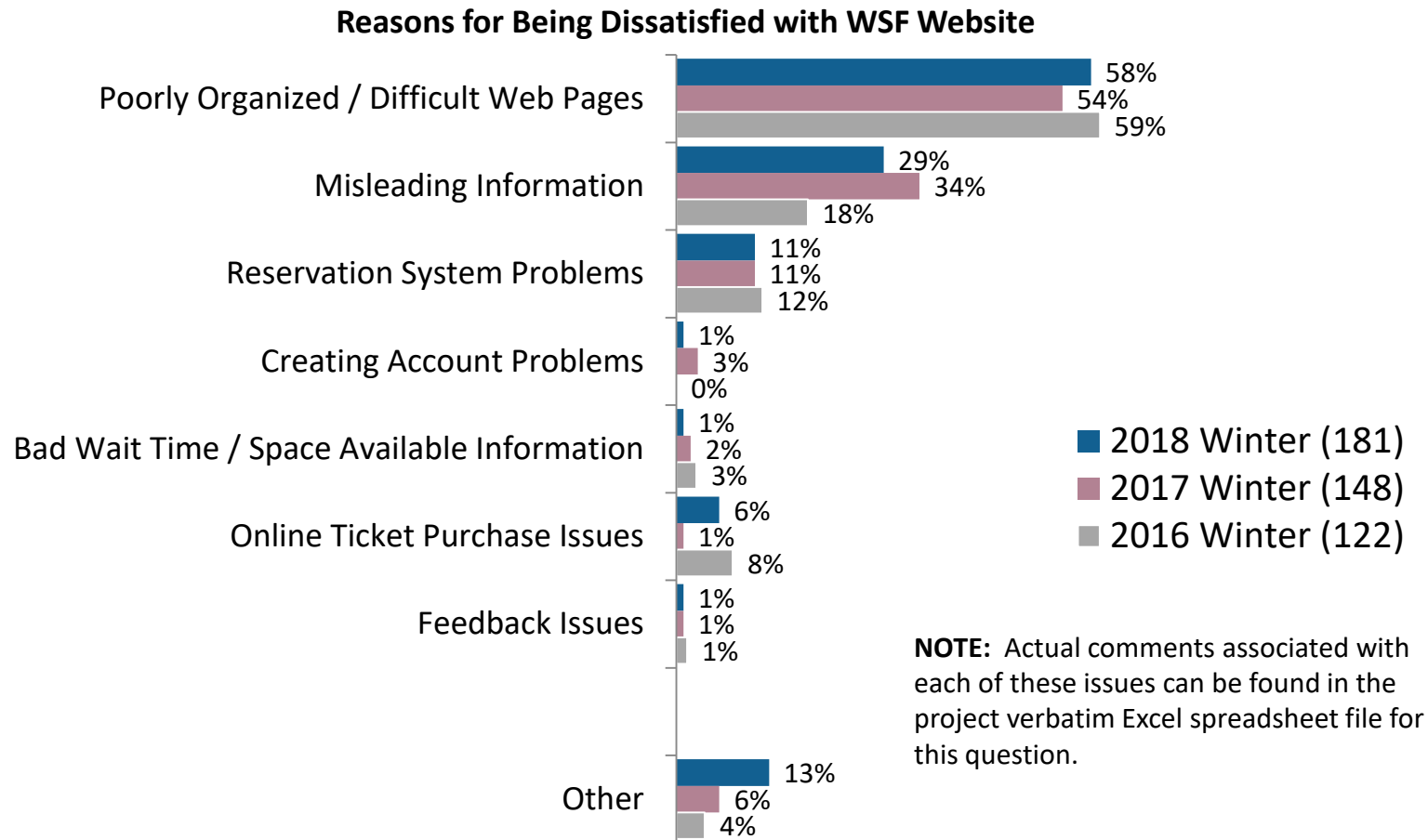
Q90. During the Winter Schedule period (January 7th through March 31st 2018), have you for any reason used the WSF website?

Q91. How satisfied were you with your experience using the WSF website?

Reasons for Dissatisfaction with Website



About six in ten (58%) continue to cite the website is poorly designed/organized as the main reason for their dissatisfaction, with one in three citing the website contains misleading information.



Q92. (ASKED OF DISSATISFIED WEB USERS ONLY) What specifically about your experience with the WSF website made you dissatisfied?



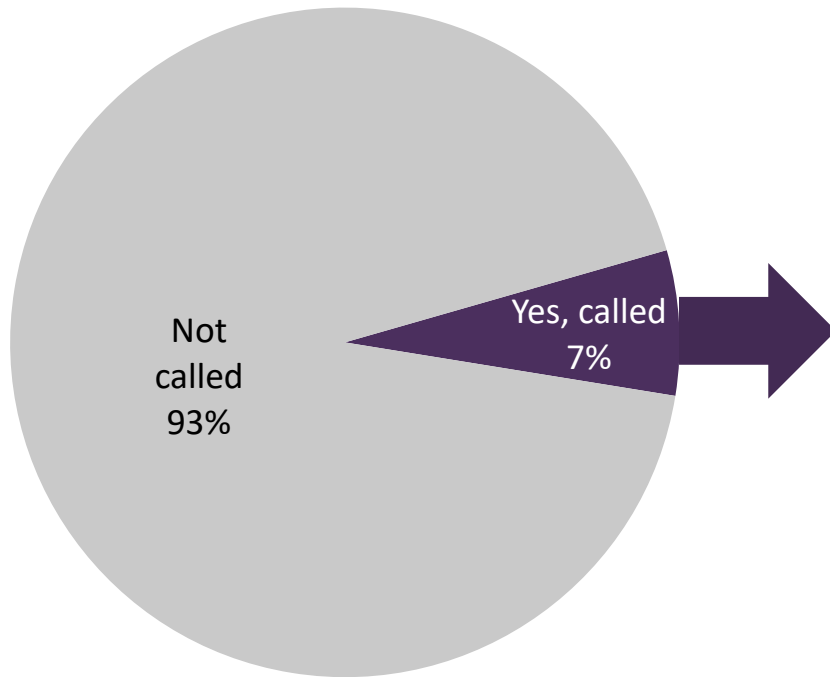
Customer Service by Phone

Calling WSF Customer Service by Phone

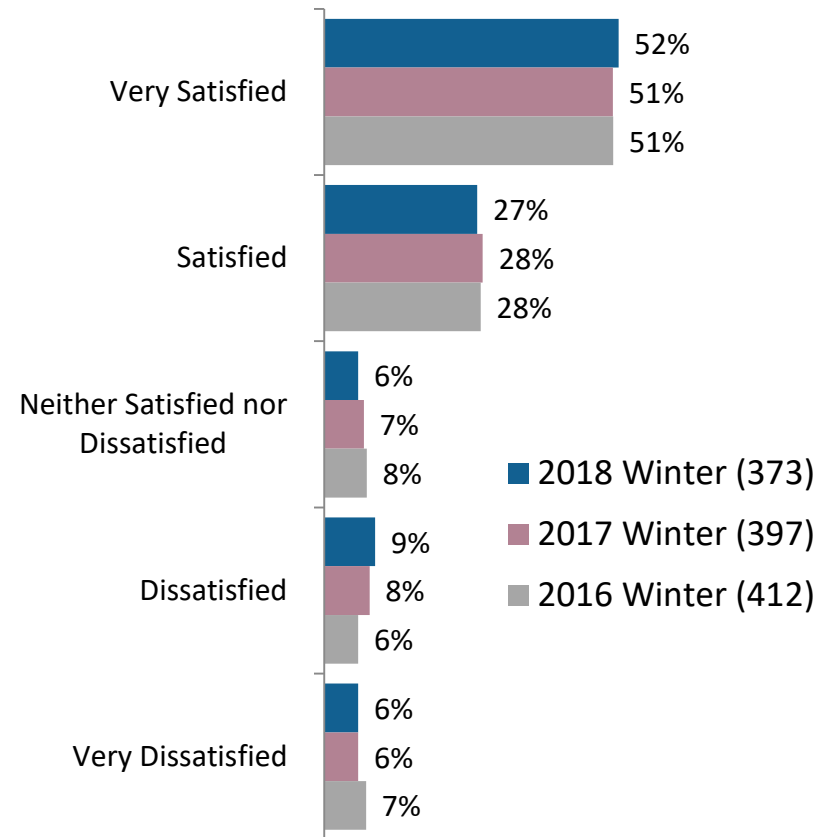


Only one-in-ten (7%) riders have contacted WSF customer service by phone and most (79%) are satisfied and 15% are dissatisfied with their experience.

Called WSF Customer Service



Experience Calling WSF



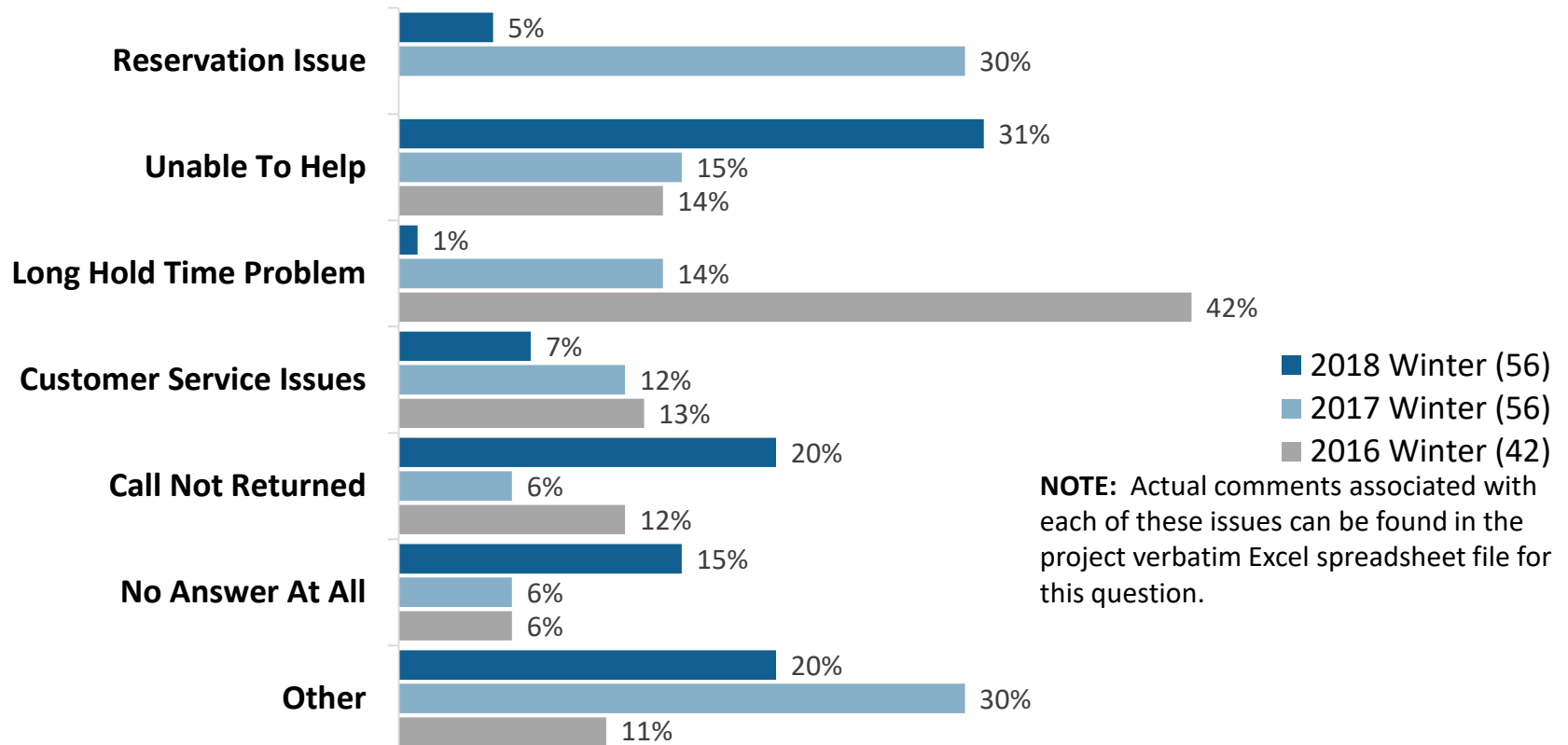
Q93. During the Winter Schedule period (January 7th through March 31st 2018), have you for any reason called WSF Customer Service by phone?
Q94. How satisfied were you with your experience calling the WSF by phone?

Reasons for Dissatisfaction w/Customer Service



Among the 15% who are dissatisfied with phone customer service, one in three (31%) mentioned the representative being unable to help them. There is a drop in both the mention of reservation issues and long hold times as reason for dissatisfaction.

Reasons for Being Dissatisfied with WSF Customer Service by Phone



Q95. (ASKED OF DISSATISFIED PHONE USERS ONLY) What specifically about your experience calling WSF by phone made you dissatisfied?



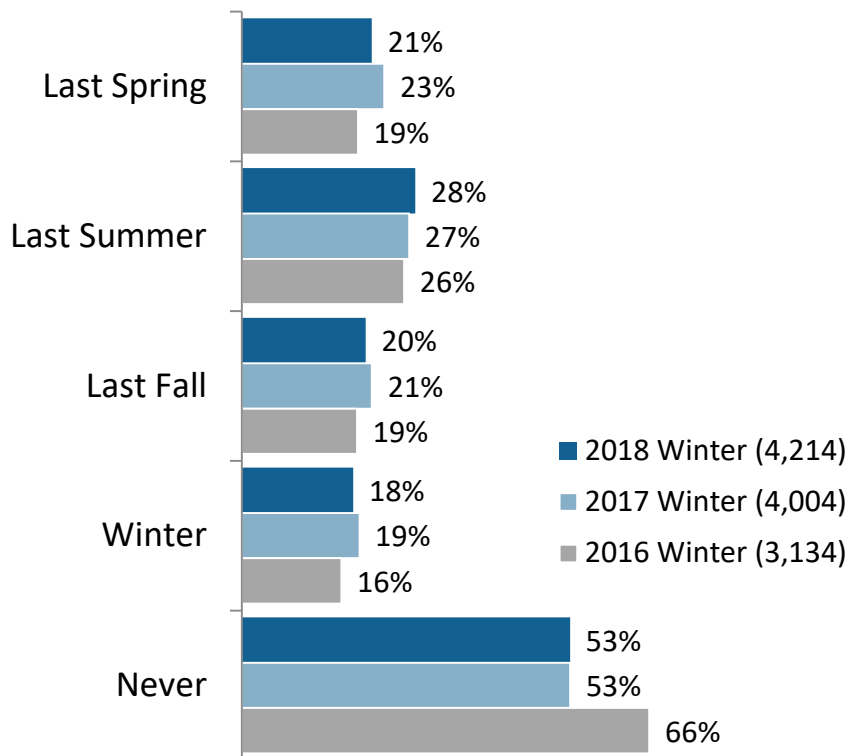
WSF Reservation System

Using WSF Reservation System

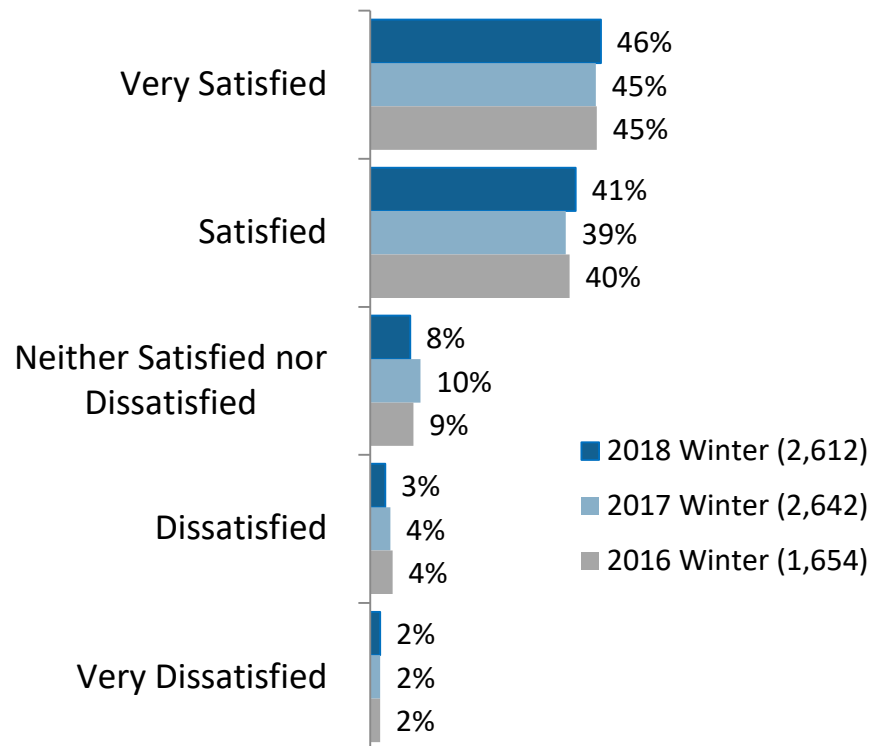


Among the 47% of riders who used WSF reservation system, the vast majority (87%) say that they are satisfied with their experience. Only 5% of those that use the system are dissatisfied with it.

**Used WSF Reservation System
(Multiple Response)**



Experience with the WSF reservation system



Q113. Have you used WSF reservation system during ... (Circle all that apply)

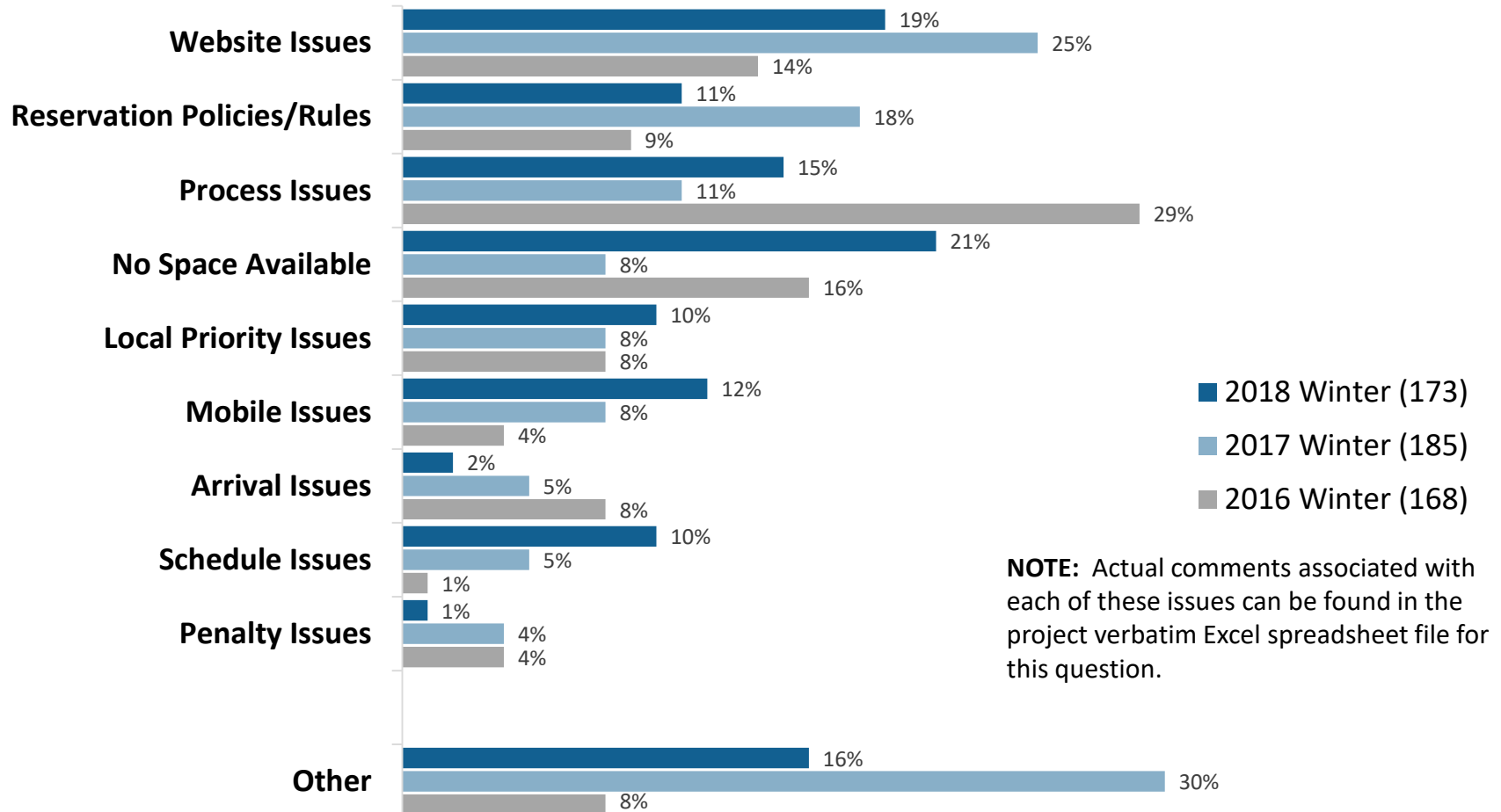
Q114. How satisfied were you with your experience with WSF reservation system?

Reasons for Dissatisfaction w/Reservation System



Among the 5% of riders who are dissatisfied with the reservation system, the top reasons given are no space available (21%), website issues (19%) and process issues (15%).

Reasons for Being Dissatisfied With WSF Reservation System



Q115. (ASKED OF DISSATISFIED PHONE USERS ONLY) What specifically about your experience with WSF reservation system made you dissatisfied?



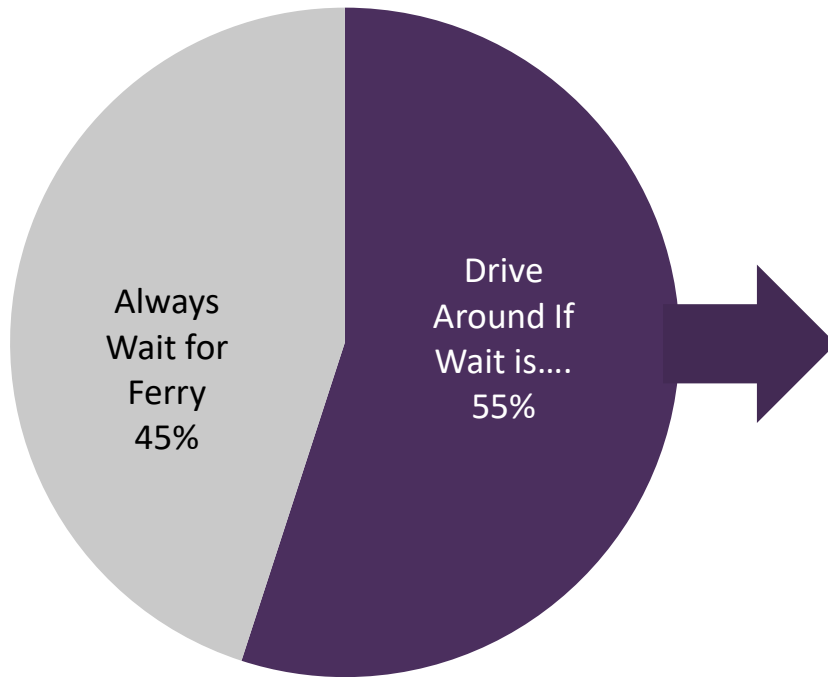
Special Questions

Fauntleroy to Westside Drive Around

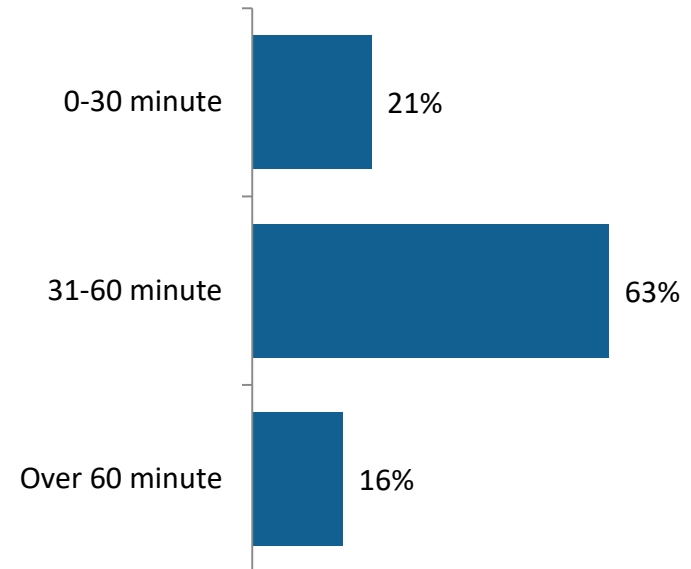


Six-in-ten (55%) Fauntleroy to Southworth riders have driven around to the westside of Puget Sound if the wait for a ferry is over a certain time. The average time is 53 minutes with the majority doing so if the wait is 60 minutes (84%).

**Wait Or Drive Around From Fauntleroy
(n=299 Fauntleroy/Southworth Drivers)**



Minute Wait Before Driving Around



**Average Wait Before Driving
53 Minutes**

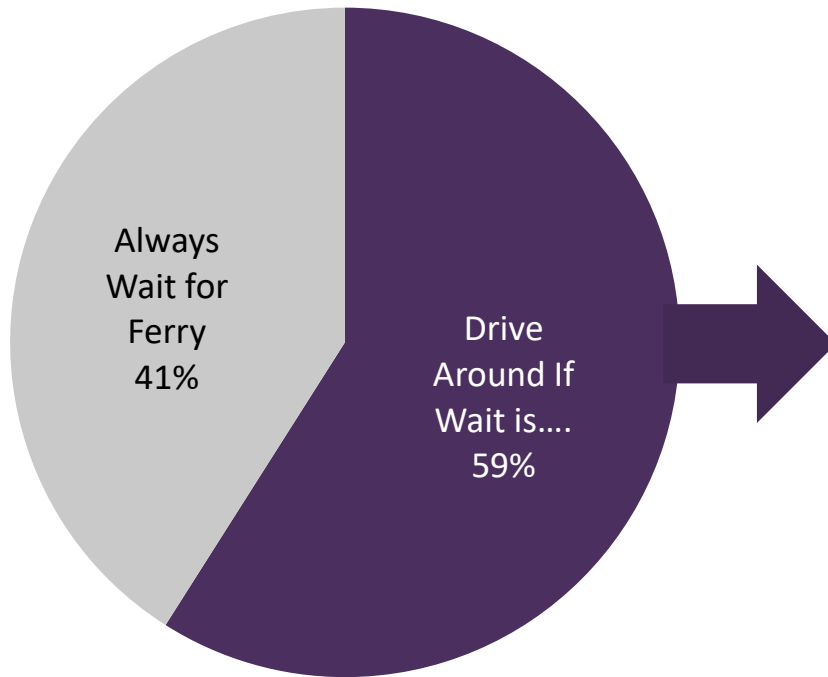
Q120. How long have you waited for a ferry, if ever, before driving around from Fauntleroy to the westside of Puget Sound?
Q120A. Minutes waited before driving around from Fauntleroy to westside of Puget Sound:

Southworth to Eastside Drive Around

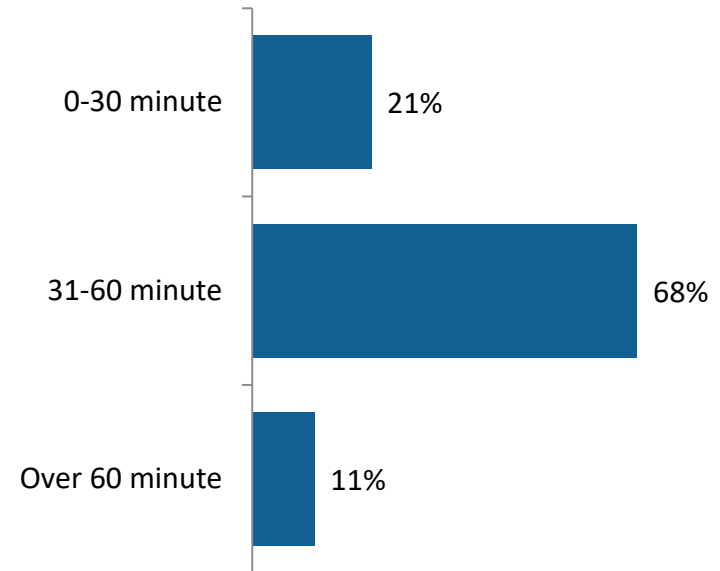


Six-in-ten (59%) Southworth to Fauntleroy riders have driven around to the eastside of Puget Sound if the wait for a ferry is over a certain time. The average time is 50 minutes with the majority doing so if the wait is 60 minutes (89%).

**Wait Or Drive Around From Fauntleroy
(n=299 Fauntleroy/Southworth Drivers)**



Minute Wait Before Driving Around



**Average Wait Before Driving
50 Minutes**

Q120. How long have you waited for a ferry, if ever, before driving around from Southworth to the eastside of Puget Sound?
Q120A. Minutes waited before driving around from Southworth to eastside of Puget Sound:



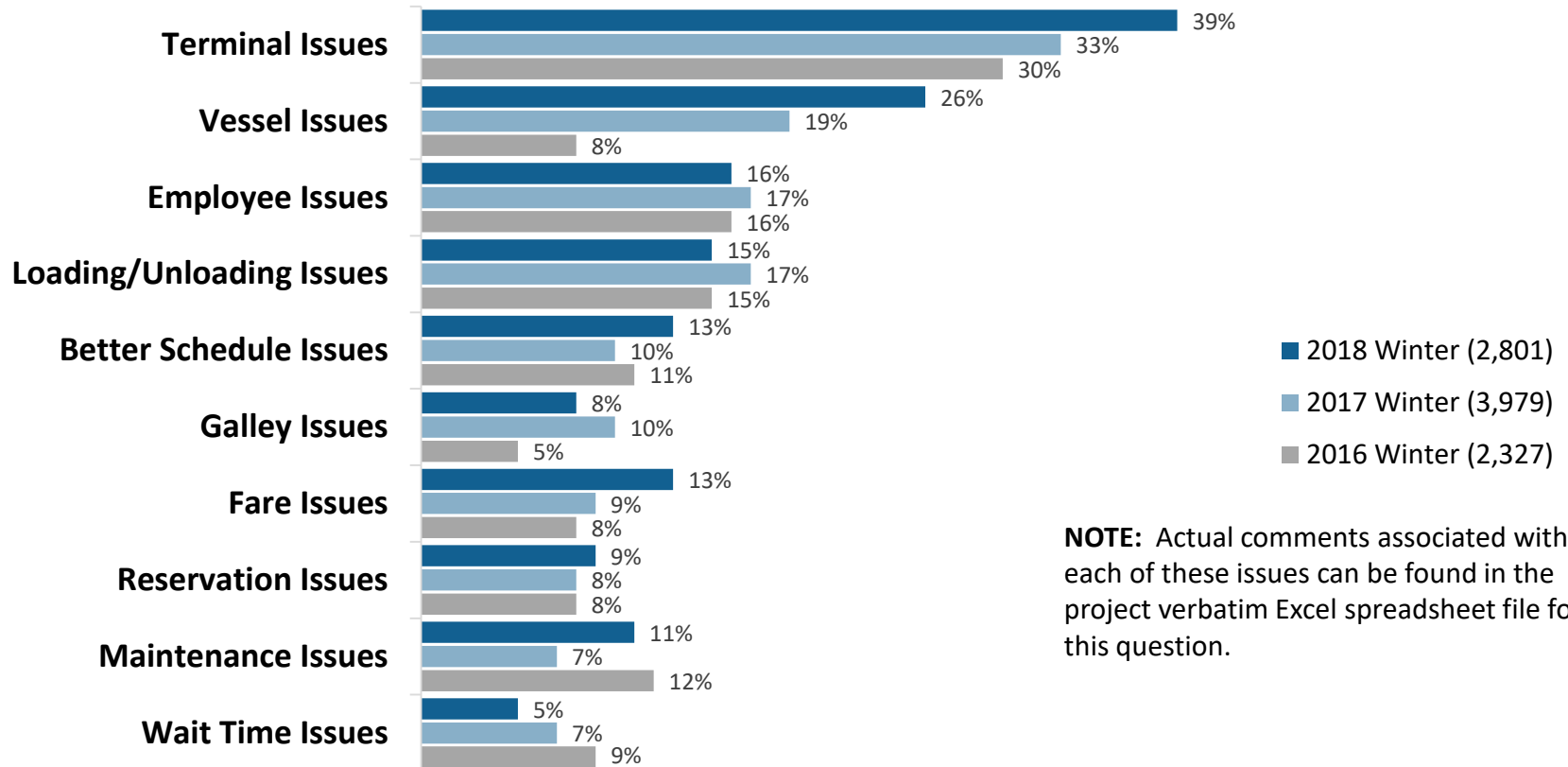
Additional Suggestions

Suggestions for Improving Service Quality



About seven-in-ten riders (67%) offered suggestions for improving WSF service quality. Similar to 2017, four-in-ten mention improving terminal issues (39%), about one-in-four mention vessel issues (26%), while 16% mention employee issues and 5% mentioned loading/unloading issues.

Suggestions beyond lowering fares to improved WSF service quality (7% or greater mentions shown)



NOTE: Actual comments associated with each of these issues can be found in the project verbatim Excel spreadsheet file for this question.

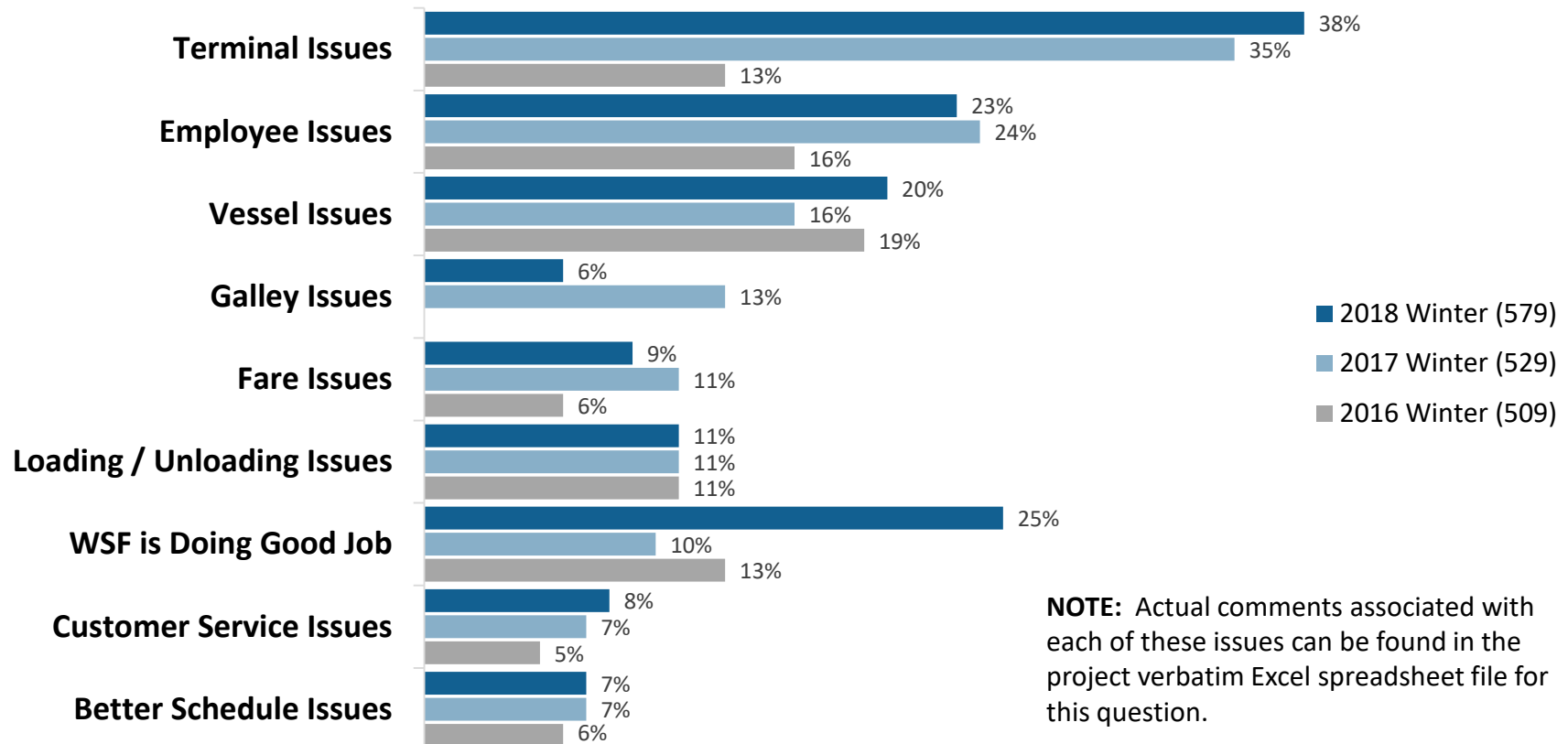
Q96. Beyond lowering fares, what other suggestions might you give WSF and state decision makers that would improve or strengthen the quality of service being provided?

Additional Thoughts Regarding WSF



About 15% of respondents offered additional thoughts regarding the ferry system, and among those riders about four-in-ten (38%) mentioned terminal issues and about one-in-four (23%) mentioned employee issues. One-in-five (20%) mentioned vessel issues. One-in-four (25%) mentioned WSF is doing a good job. (20%) mentioned vessel issues. One-in-four (25%) mentioned WSF is doing a good job.

Additional Thoughts Regarding the Ferry System (7% or greater mentions shown)



Q111/112. Do you have any additional thoughts regarding the ferry system you would like to share?

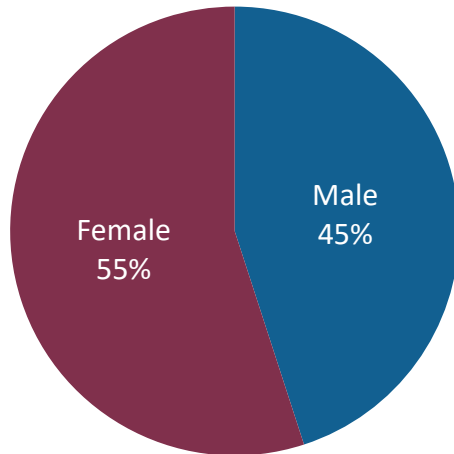


Appendix A – Demographics

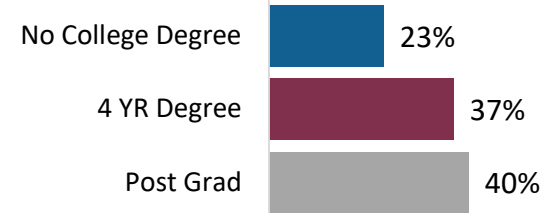
Demographics – Winter 2018



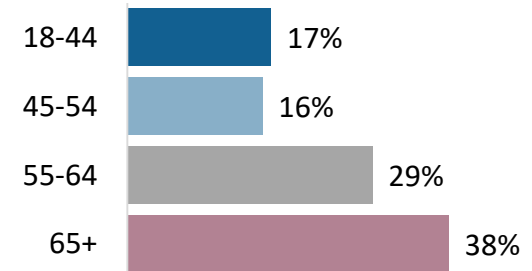
Gender



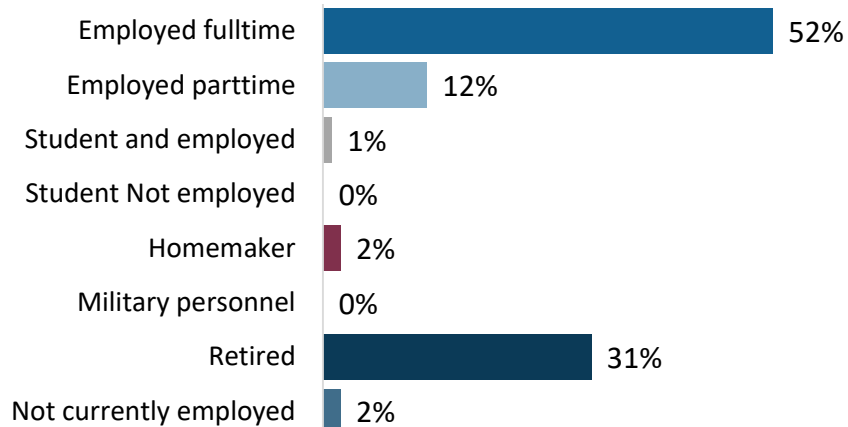
Education



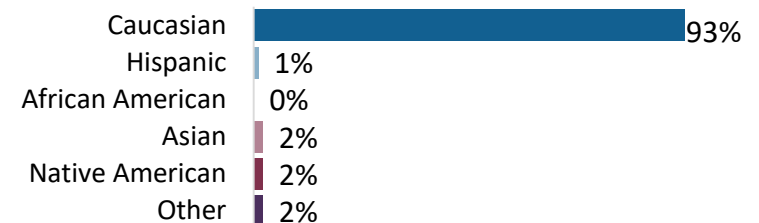
Age



Employment



Ethnicity





Appendix B - Weighting

Weighting Methodology



In order to make the survey results proportionate to the ferry ridership universe as a whole, it was necessary to weight the data by route, boarding method, and ticket type based on their last trip taken. The weighting scheme used is displayed below.

	Veh. 0-14' Full	Veh. 0-14' Multi	Veh. 14-22' Full	Veh. 14-22' Multi	Over Size 22-50'	Over Size 50+'	Veh Other Disc	Veh Psngr Full	Veh Psngr Multi	Veh Psngr Other Disc	Foot Full	Foot Multit	Foot Other Disc	Foot Transt Pass
Sea/Brem	0.85	0.40	2.33	0.92	0.05	0.67	0.70	4.28	1.51	3.33	5.77	2.02	0.40	36.60
Sea/Bain	0.86	1.18	2.16	1.63	0.31	0.00	0.74	4.65	1.76	2.93	6.08	2.01	0.59	0.00
PD/Tah	0.83	0.93	12.26	1.38	0.29	0.00	0.41	2.41	0.98	6.13	0.00	2.01	3.15	0.00
Edm/King	1.21	0.71	2.69	0.97	0.43	0.76	0.98	3.08	2.51	3.54	1.71	0.45	0.53	33.72
Fau/Vashon	0.82	0.34	2.73	0.94	0.36	0.00	0.78	8.65	0.68	2.96	3.09	1.44	0.82	22.68
Fau/Sworth	0.71	1.19	2.18	1.11	0.06	0.01	0.65	3.63	1.95	0.89	0.28	0.57	0.07	24.02
Sworth/Vas	0.00	0.00	2.02	1.85	0.76	0.00	1.56	0.00	0.61	0.00	4.90	1.87	0.86	0.00
Coup/Pt.T	0.29	0.00	0.80	0.92	0.15	0.88	0.39	1.05	0.00	2.96	0.29	0.14	0.18	9.03
Muk/Clin	1.30	0.57	2.17	1.07	0.32	0.00	0.48	2.26	0.70	2.59	0.78	0.19	0.18	9.46
Ana/SJI	0.12	0.05	0.35	0.13	0.11	0.06	0.09	0.69	0.05	1.15	0.38	0.23	0.66	1.55
SJ Interisland	0.29	0.13	0.62	0.76	0.98	0.00	0.01							



Appendix C – Open End Responses

Open End Questions



- The full list of verbatim answers can be found in the accompanying Excel spreadsheet to this report.

Question	Spreadsheet Tab Number
Q22a_23a. You rated your satisfaction with terminals are clean and well maintained low. At which terminal(s) did you experience this unsatisfactory service level? What specific conditions made you dissatisfied? Please be as specific as possible.	1
Q24b_25b. You rated your satisfaction with terminals are comfortable low. At which terminal(s) did you experience this unsatisfactory service level? What specific conditions made you dissatisfied? Please be as specific as possible.	2
Q26c_27c. You rated your satisfaction with “terminal staff are helpful, competent and knowledgeable” low. At which terminal(s) did you experience this unsatisfactory service level? What specific conditions made you dissatisfied? Please be as specific as possible.	3
Q28d_29d. You rated your satisfaction with terminal bathrooms are clean and well maintained low. At which terminal(s) did you experience this unsatisfactory service level? What specific conditions made you dissatisfied? Please be as specific as possible.	4
Q101-102. What specifically about your experience with the WSF terminal staff member made you dissatisfied? Please be as specific as possible.	5
Q32b_33b. You rated your satisfaction with WSF sailing schedule is adequately coordinated with transit services available at the terminal low. At which terminal(s) did you experience this unsatisfactory service level? Why are you dissatisfied? Please be as specific as possible.	6
Q34b_35b. You rated your satisfaction with adequate parking near the terminals low. At which terminal(s) did you experience this unsatisfactory parking level? Why are you dissatisfied? Please be as specific as possible.	7
Q36c_37c. You rated your satisfaction with WSF provides easy loading and unloading for walk-on passengers low. At which terminal(s) did you experience this unsatisfactory service level? Why are you dissatisfied? Please be specific.	8
Q36d_37d. You rated your satisfaction with WSF walk-on passenger loading procedures are efficient low. At which terminal(s) did you experience this unsatisfactory service level? Why are you dissatisfied? Please be as specific as possible.	9
Q38e-39e. You rated your satisfaction with WSF walk-on passenger unloading procedures are efficient low. At which terminal(s) did you experience this unsatisfactory service level? Why are you dissatisfied? Please be as specific as possible.	10
Q118f_119f. Why are you dissatisfied with the "The terminal to vessel passenger walkway is comfortable and safe" aspect of WSF performance? At which terminal(s) did you experience this unsatisfactory service level?	11
Q45a_46a. You rated your satisfaction with WSF toll booth staff is friendly, courteous and polite low. At which terminal(s) did you experience this unsatisfactory service level? What specific behaviors made you dissatisfied? Please be specific.	12

Open End Questions, Cont.



Question	Spreadsheet Tab Number
Q47b_48b. You rated your satisfaction with WSF makes buying tickets easy and quick low. At which terminal(s) did you experience this unsatisfactory service level? Why are you dissatisfied? Please be as specific as possible.	13
Q49c_50c. You rated your satisfaction with WSF efficiently processes vehicles through ticket lanes low. At which terminal(s) did you experience this unsatisfactory service level? Why are you dissatisfied? Please be as specific as possible.	14
Q123d_124d. Why are you dissatisfied with the "existing vehicle dock-side holding areas are being fully utilized" aspect of WSF performance? At which terminal(s) did you experience this unsatisfactory service level?	15
Q52a_53a. You rated your satisfaction with WSF vehicle loading crew is friendly, courteous and polite low. At which terminal(s) did you experience this unsatisfactory service level? What specific behaviors made you dissatisfied? Please be as specific as possible.	16
Q54b_55b. You rated your satisfaction with WSF vehicle loading procedures are efficient low. At which terminal(s) did you experience this unsatisfactory service level? Why are you dissatisfied? Please be as specific as possible.	17
Q56c_57c. You rated your satisfaction with WSF loads ferries to capacity with little room between vehicles low. At which terminal(s) did you experience this unsatisfactory service level? Why are you dissatisfied? Please be as specific as possible.	18
Q58d_59d. You rated your satisfaction with WSF vehicle loading crews provide clear directions and/or hand signals low. At which terminal(s) did you experience this unsatisfactory service level? What specific behaviors made you dissatisfied? Please be as specific as possible.	19
Q61a_62a. You rated your satisfaction with WSF vehicle unloading crew is friendly, courteous and polite low. At which terminal(s) did you experience this unsatisfactory service level? What specific conditions made you dissatisfied? Please be as specific as possible.	20
Q63b_64b. You rated your satisfaction with WSF vehicle unloading procedures are efficient low. At which terminal(s) did you experience this unsatisfactory service level? Why are you dissatisfied? Please be as specific as possible.	21
Q65c_66c. You rated your satisfaction with WSF vehicle unloading crews provide clear directions and/or hand signals low. At which terminal(s) did you experience this unsatisfactory service level? What specific behaviors made you dissatisfied? Please be as specific as possible.	22
Q72a_73a. You rated your satisfaction with the ferry passenger seating areas are clean and comfortable low. On which boat(s) did you experience this unsatisfactory service level? What specific conditions made you dissatisfied? Please be as specific as possible.	23
Q74b_75b. You rated your satisfaction with the bathrooms on the ferries are clean and well maintained low. On which boat(s) did you experience this unsatisfactory service level? What specific conditions made you dissatisfied? Please be as specific as possible.	24

Open End Questions, Cont.



Question	Spreadsheet Tab Number
Q76c_77c. You rated your satisfaction with WSF vessels are well maintained and safe low. On which boat(s) did you experience this unsatisfactory service level? What specific conditions made you dissatisfied? Please be as specific as possible.	25
Q82a_83a. You rated your satisfaction with WSF vessel crew is friendly, courteous and polite low. On which boat(s) did you experience this unsatisfactory service level? What specific behaviors made you dissatisfied? Please be as specific as possible.	26
Q84b_85b. You rated your satisfaction with the WSF vessel crew is helpful, competent and knowledgeable low. On which boat(s) did you experience this unsatisfactory service level? What specific behaviors made you dissatisfied? Please be as specific as possible.	27
Q104_105. What specifically about your experience with the WSF vessel crew member made you dissatisfied? Please be as specific as possible.	28
Q89ab. What could WSF have done to have prevented (departing/arriving) late in your view?	29
Q92. What specifically about your experience with the WSF website made you dissatisfied? Please be as specific as possible.	30
Q95. What specifically about your experience calling WSF by phone made you dissatisfied? Please be as specific as possible.	31
Q115. What specifically about your experience with WSF reservation system made you dissatisfied? Please be as specific as possible.	32
Q96. Beyond lowering fares, what other suggestions might you give WSF and state decision makers that would improve or strengthen the quality of service being provided? Please be as specific as possible.	33
Q112. Do you have any additional thoughts regarding the ferry system you would like to share?	34